

Baltimore Gas and Electric Company

Major Outage Event Report

June Derecho - June 29 through July 8, 2012

Table of Contents

	Page
Executive Summary	1
Introduction.....	3
Major Outage Event Reporting.....	19
Attachments	
1 BGE Specific Detailed Forecasts.....	34
2 Wind Speeds	37
3 Information Regarding Outside Assistance Received (Q 10) Overhead Crews	38
4 Information Regarding BGE Manpower (Q 11).....	40
5 Information Regarding Customer Communications (Q 12)	41
6 Logistic Statistics	52
7 June Derecho Photos.....	53

Executive Summary

During the late evening hours of June 29, 2012, BGE's central Maryland service area began to experience what would ultimately be classified as a "derecho" (June Derecho) - one of the most historic and damaging storms to impact the state of Maryland. The June Derecho, which quickly raced from the Midwest through the Mid-Atlantic in twelve hours, carving a path of massive destruction across 10 states and the District of Columbia, left more than four million electric customers without power. In addition to being one of Maryland's most damaging storms, the June Derecho was one of the most destructive storms in BGE's nearly 200-year history. High wind, wind gusts, and intense lightning resulted in uprooted trees and snapped tree branches falling onto essential electric equipment leaving in its wake downed power lines, utility poles broken in half, and in some areas, entire electrical infrastructure in need of complete rebuild.

It is important to note that no utility east of the Mississippi River could have anticipated the raw strength of this storm system. In fact, the National Oceanic and Atmospheric Administration (NOAA), local meteorologists and the company's own independent weather service providers issued forecasts consistent only with typical summer thunderstorm activity for the region. As a result, BGE had taken steps earlier in the day to pre-mobilize additional crews to respond to potential heat-related outages and what was anticipated to be normal thunderstorm activity. It was not until approximately 10:30 PM on June 29 – as the storm began impacting the BGE service area - that the full strength and destructive nature of the storm was known.

As daylight broke in the early morning hours of Saturday, June 30, the sheer magnitude of what had just occurred became clear. BGE and utility crews from neighboring states found themselves assessing damage typically associated with a hurricane. Yet, unlike a hurricane, the June Derecho had not afforded utilities any time to prepare in advance for such scale of destruction.

That day, Governor O'Malley declared a state of emergency and utilities and local and state emergency response organizations were engaged in a response effort of historic proportions. Compounding the company's restoration effort was the forecast for continued days of extreme temperatures in excess of 100 degrees and successive days of forecasted severe thunderstorm activity.

Within an hour after the June Derecho had entered our service area, BGE started the process of mobilizing approximately 2,800 overhead and tree workers (including Alliance contractor personnel¹), 1,500 damage assessment and public safety personnel, and 1,250 customer contact center, warehouse, and other support personnel participated in this restoration effort. Ultimately, more than 5,600 BGE employees, contractors and out-of-state mutual assistance utility workers labored at more than 10,000 work locations for eight-and-a-half days to restore service to approximately 760,000 customers. As utilities across the Mid-Atlantic region engaged every available employee in safety and restoration work, BGE leveraged the support of long-standing mutual assistance networks across the nation, and even as far away as Canada. What became a balance of sharing mutual assistance crews equally across regional

¹ To allow for the peak sharing of ongoing construction and maintenance workload on our extensive overhead distribution system, BGE has established long-term "Alliance" contracting relationships with three overhead contracting companies with either regional or national business footprints and large employee complements - Davis H. Elliot Company, Pike Electric Corporation and Utility Lines Construction Services. These "Alliance contractors" offer a stable source of well-qualified and experienced local overhead line personnel as well as an available pipeline of out-of-state storm resources not bound by specific Mutual Assistance arrangements. Our Alliance contractors played two vital roles during this effort. Their local crews worked tirelessly alongside BGE personnel to restore service. Their management teams also arranged for the quick commitment of out of state crews who were an invaluable part of the recovery operation.

utilities became even more challenging as Midwest utilities had also been affected by a severe storm within 24 hours of the June Derecho.

BGE participated in numerous mutual assistance calls conducted by Mid-Atlantic Mutual Assistance (MAMA) and the Southeastern Electric Exchange (SEE). This allowed us to enlist the help of more than 1,500 out-of-state utility workers from 18 states and three Canadian provinces. As part of this effort, PECO Energy Company (PECO), our sister utility, provided 68 company and 97 contractor personnel.

Throughout the eight-and-a-half day restoration effort, BGE experienced approximately 760,000 customer interruptions. These customer outages included storm-related outages, not only from the June 29 storm, but subsequent heat and severe thunderstorm-related outages that plagued the region throughout the entirety of the eight-and-a-half day restoration. Despite the challenges of working in extreme heat conditions and through subsequent storms that occurred during response and restoration, crews successfully restored service to approximately 84 percent of the customers then impacted by outages within 4 days. It is important to note that nearly 47 percent of those customers affected by the initial storms had their power restored within 36 hours – well before the bulk of mutual assistance had arrived.

During the past year, BGE implemented many process improvements directly resulting from lessons learned following Hurricane Irene. Many of these process enhancements, which were in place and implemented throughout the recent June Derecho restoration process, can be directly tied to BGE's improved severe impact storm response.

In the end, BGE restored power to approximately the same number of customers who lost power during Hurricane Irene, with approximately 1,000 fewer people – many of whom were out-of-state utility workers who could not arrive until two-and-a-half days into the restoration effort – yet BGE completed full restoration in about the same timeframe as it did during Hurricane Irene.

Notwithstanding the above, BGE acknowledges that many of our customers suffered extended outages, and with it financial challenges and significant discomfort. With that in mind, BGE applauds the Governor's recent executive order related to strengthening Maryland's electric grid. BGE appreciates the Governor's forward-looking perspective, particularly where it concerns the potential for greater investment in the state's electric infrastructure along with the associated costs and benefits, and looks forward to playing a constructive role in advancing this important public policy discussion.

Introduction

Pre-Storm Monitoring

Proactive daily weather monitoring, conducted in conjunction with daily and extended forecasts and alerts provided to BGE via our two independent weather service companies, typically allow BGE adequate time to call-in or pre-mobilize the appropriate staff needed to respond to an impending weather event. As demonstrated through the forecast information below, BGE did not receive any advance severe weather warning to allow for pre-mobilization of our storm organization prior to the storm's impact. NOAA, local meteorologists and the company's own independent weather service providers - Earth Networks/WeatherBug (Earth Networks) and Climate Impact Company Inc. – all issued forecasts consistent with a typical non-severe summer thunderstorm activity for the region. This lack of timely advance warning by any of these weather service providers prevented BGE from requesting mutual assistance prior to the event's impact - ultimately resulting in massive and simultaneous requests for resources from the numerous utilities affected by the June Derecho.

The timeline below summarizes of the conditions forecasted for the BGE service area prior to the event's impact.

High-Level BGE Forecast Summary as Provided By Our Weather Forecast Providers

Thursday, June 28	
3:49 AM	No threats today. Threat for thunderstorm activity tomorrow morning.
Friday, June 29	
3:58 AM	Low threat for thunderstorms between 5:00 -7:00 AM. The rest of the day will be hot and dry.
4:41 AM	Update - broken line of thunderstorms moves through area between 5:45 and 6:15 AM.
7:12 AM	General threat for thunderstorm ended for the day. Remainder of the 3:58 AM forecast in place.
9:00 AM	General thunderstorms possible this evening but not expected to be severe.
1:58 PM	Storms moving across Indiana and Ohio. Low threat for general thunderstorms and scattered lightning - southern portions of BGE.
6:07 PM	Low threat for gusty winds, general thunderstorms and scattered lightning across southern portions of the service area.
6:35 PM	Severe Thunderstorm Watch issued by the National Weather Service Storm Prediction Center for District of Columbia, extreme eastern Kentucky, western Maryland, southwest Pennsylvania, much of Virginia, southern and eastern West Virginia and coastal waters.
9:31 PM	Threat for general thunderstorms, lightning and wind gusts increase - but still uncertainty if storms will hold together.
10:26 PM	Widespread severe thunderstorms entering BGE's service area - threat levels increased due to serious nature of the storm.
10:44 PM	Storms have intensified - threat is very high.
11:58 PM	Threat is now diminishing as storms move into the Chesapeake Bay.

Please see Attachment 1 for BGE specific forecasts provided by Earth Networks.

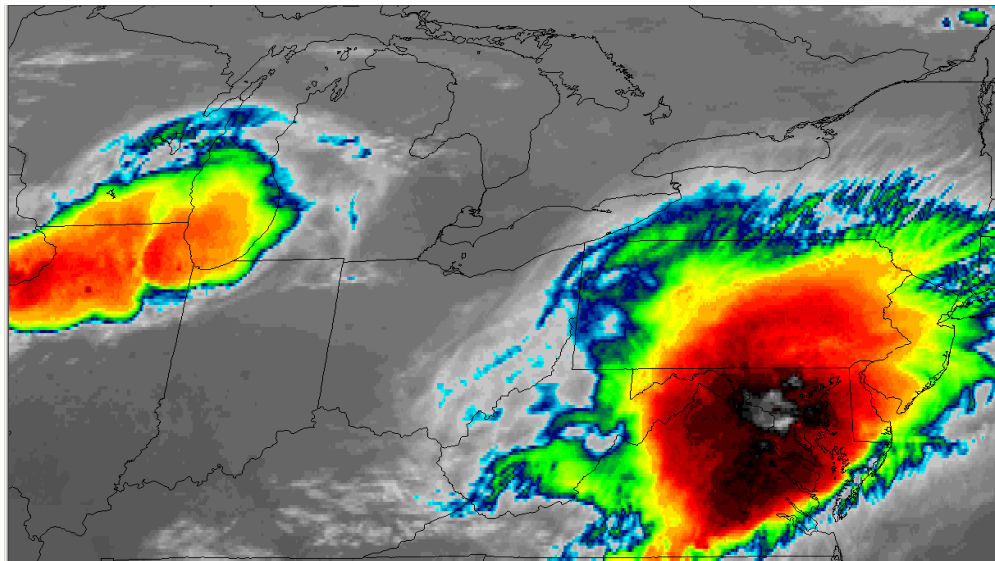
Based on the 7:00 AM forecast on June 29, BGE staff recognized a potential weather threat and scheduled a weather conference call with our weather service providers. The calls were scheduled and conducted between 9:00 and 9:30 AM independently with each forecaster. Both of these calls provided similar forecasts - low threat of thunderstorms for the evening but not severe. Even with this low threat, employees on storm duty were notified to review storm reference plans and ensure their availability for call-in in the event the forecast changed. BGE also scheduled weather calls for Saturday at 9:00 AM.

With the possibility of high temperatures forecasted to impact BGE's service area through the weekend, BGE adjusted staffing for Friday and through the remainder of the weekend.

Storm Impact

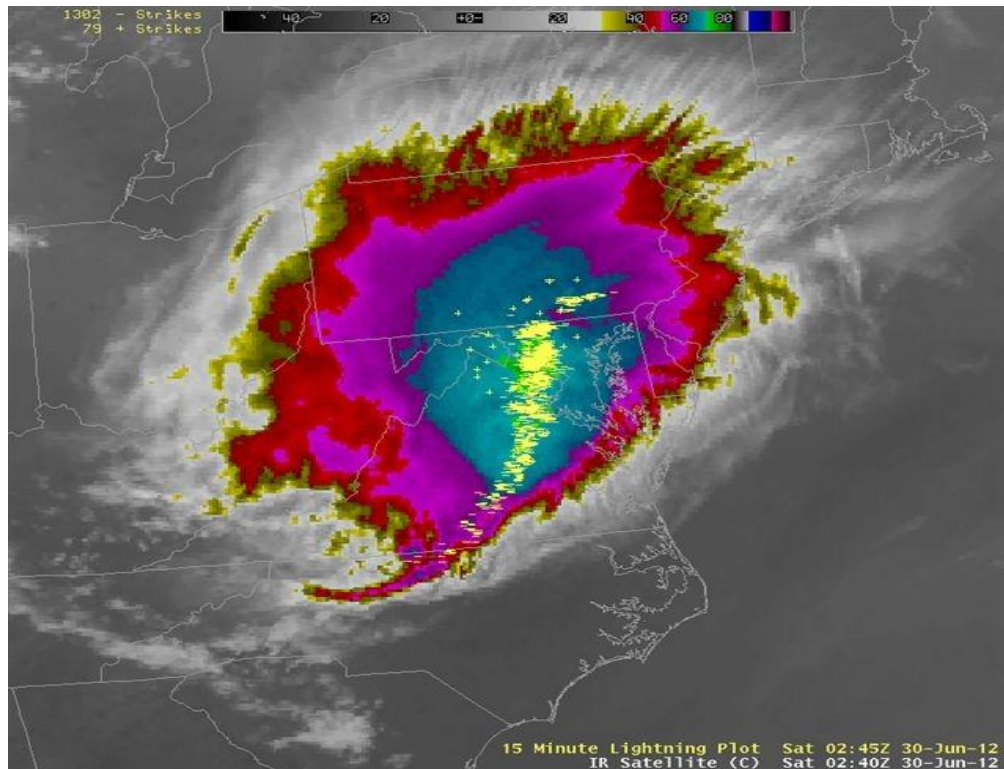
On Friday, June 29, 2012, at approximately 10:30 PM, the BGE system was impacted by a line of severe thunderstorms known as a derecho. The June Derecho, which formed in Indiana and raced 600 miles in 10 hours, carved a swath of destruction ultimately leaving more than four million electric customers without power from Indiana to the Atlantic Seaboard.

Figure 1 - Infrared Image of the June Derecho Over Central Maryland.²



² The color scale depicts cloud-top temperatures. Thunderstorms show up in the darker red-to black-to gray. See University of Wisconsin-Madison, Space Science and Engineering Center (2012). Retrieved at http://cimss.ssec.wisc.edu/goes/blog/wp-content/uploads/2012/06/120629-30_g13_ir_derecho_anim.gif

Figure 2 – Region Lightning Activity for the June Derecho³



While there was much lightning associated with this event, the most system damage was caused by high winds that accompanied this unique weather system. A sample of the reported wind gusts include:

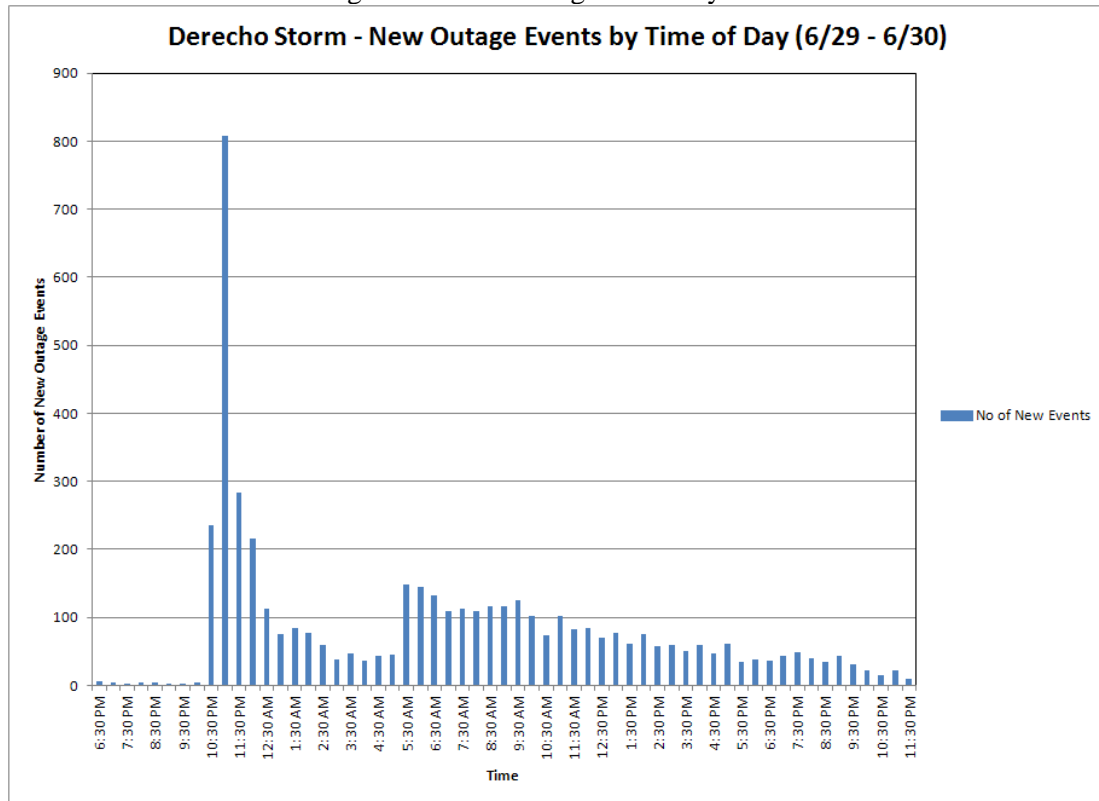
- 66 mph at 11:02 PM at BWI Marshall Airport
- 61 mph at 11:15 PM near Edgewater Beach
- 58 mph at 11:16 PM near Eastport
- 67 mph at 11:24 PM at the Inner Harbor
- 58 mph at 11:36 PM at Martin State Airport in Middle River

See Attachment 2 for winds speed information recorded at BWI.

Unlike a hurricane or other similar severe impact storm where damage is inflicted by the storm's energy over a period of time, the June Derecho's damaging effects hit the system quickly and just as quickly moved through, and then out of, BGE's service area. Figure 3 shows how rapidly the storm's impact resulted in system damage and resulting power outages. The burst of outage events/jobs began around 10:30 PM with a significant step change increase of more than 800 new outages around the 11:00 PM timeframe. As customers woke Saturday morning, another series of new outages were generated from new customer calls beginning around 5:30 AM.

³ National Weather Service – Eastern Region Headquarters (2012). 15 Minute Lightning Plot. Retrieved at http://www.erh.noaa.gov/lwx/events/svrwx_20120629/image006.png

Figure 3 – New Outage Events by Time



Gusts were widespread but the most devastating gusts impacted the central and southern portions of the BGE system. See BGE’s square mile grid map – Figure 6. Whole trees were uprooted and many others had their massive limbs twisted and snapped while countless branches were blown clear of trees, resulting in downed poles, power lines and damage to other pieces of equipment system wide. See Figures 4 and 5; see also Attachment 7 for pictures reflecting the storm damage. Ultimately, approximately 760,000 BGE customers would lose power as a direct or indirect result of the June Derecho’s damaging winds, follow-on storms and extreme heat that were experienced over the eight-and-a-half day restoration. Throughout the event, some of our customers experienced multiple outages due to the severity of the initial and follow-on damage. Despite these challenges, BGE crews successfully restored service to the customers then affected by outages, approximately 47 percent within 36 hours and were able, in conjunction with the mutual assistance crews, to restore 84 percent within 4 days.

Figures 4 and 5 – Storm Damage



Storm Restoration

Based on the early morning forecast from Friday, BGE had already increased field staffing levels for Friday. As the event began its devastating impact to the BGE system, BGE's storm leadership quickly recognized the severity of the event and rapidly initiated plans to mobilize staff to respond to the event. BGE began mobilization of our storm organization at approximately 11:00 PM Friday evening. Shortly thereafter, storm leadership coordinated with the logistics team to begin setting up Piney Orchard as a Regional Command Center (RCC) and had requested Baltimore Washington International Airport be set up as a staging area with two separate lots: one for staging construction crews and the other for staging patrol and public safety crews. As of approximately 2:00 AM Saturday morning, BGE's storm management team was in place and 20 overhead crews and 31 service operators working the night shift, and was making arrangements to have 24 overhead contractor crews and 45 BGE overhead crews on the system as the day shift began. Plans were in place to begin calling in the day shift storm response staff beginning at 4:00 AM.

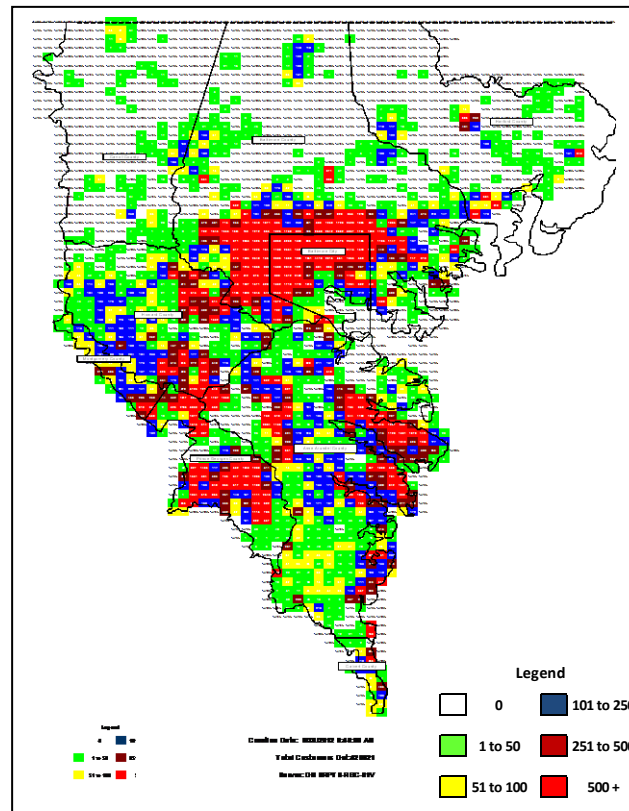
On Saturday, BGE participated in two mutual assistance calls at 8:00 AM (SEE) and 9:00 AM (MAMA). Prior to these calls, BGE had made preliminary assessments of our mutual assistance needs based on customer call information and system damage information coming in from crews in the field. Based on this information, BGE estimated that more than 1,000 FTEs (approximately 500 crews) were necessary to assist with service restoration. The request for these crews was made during the various mutual assistance calls. BGE also began the process of securing available Alliance crews to supplement our staffing. To support all these mutual assistance crews being requested, BGE's Integrated Field Services (IFS) team had already initiated the process of identifying and mobilizing crew guides by early Saturday morning.

As mobilization continued through the morning hours on Saturday, BGE storm response personnel, already mobilized and on-site, began staffing their assigned storm positions and quickly began analyzing and prioritizing work for the available and incoming crews. Mobilized staff focused on public safety such as downed wire calls, road closure calls, and priority service restorations including hospitals, 911 call centers, water and sewage treatment facilities and restoration of the system's distribution backbone. Additionally, mobilized BGE public safety crews began responding to downed wire calls to assess the situation and make the area safe until the potentially hazardous condition could be corrected. While public safety is always the top priority for BGE, in severe impact storms, public safety is a unique challenge due to the number of downed wires, resulting from whole trees and large limbs. Adding to the challenges BGE faced with this storm was the lack of advanced notice which typically allows BGE to

have public safety crews staged and ready for deployment in advance of the storm. As a result, for this storm, initial public safety responses were restricted by the number of available crews when the storm hit and so they were limited to the most critical of cases. Once mobilized, public safety crews quickly responded to the indicated locations and began the daunting challenge of responding to more than 9,200 downed wire jobs resulting from approximately 14,000 downed wire calls.

By 10:00 AM Saturday morning, BGE had received more than 316,500 customer calls and had restored service to nearly 90,000 customers. See Figure 6.

Figure 6 - BGE's Square-Mile Customer Outage Map as of June 30, 2012 at 9:40 AM



Mobilization of additional resources to support the Piney Orchard RCC and BWI staging areas continued throughout the day Saturday. Based on the magnitude of system damage, BGE's storm leadership, working in collaboration with the human resources department, activated plans to call and mobilize any staff currently on, or scheduled for, vacation. As these efforts continued, BGE requested the logistics team to prepare the Lockheed Martin Facility in the Middle River area of Baltimore County as a second staging area to support the additional overhead crews being requested and to support expanded public safety activities. BGE's storm leadership directed the logistics team to have the second staging area up, running, and ready to receive staff and crews by early Sunday.

Twenty-four hours after the June Derecho hit BGE's service area, the event had resulted in 527,140 customer interruptions. By that time, BGE crews had worked to restore service to 179,240 customers.

As mobilization and staging area activations activities continued into Sunday, staff already staged and working on the system continued to focus on public safety and priority service restoration. BGE

continued to manage the response to the event, while collaborating internally to identify current priority restoration needs. Input and feedback from the various BGE organizations in communication with state and local agencies was used in the development of the feeder-based (i.e. circuit based) work plans initiated on Monday as BGE transitioned from a job-based approach to a feeder-based service restoration approach, where many crews are combined to address all of the jobs on a given feeder. Each day for the next seven days, this input was evaluated as more feeders were targeted for restoration.

With the arrival of a significant amount of mutual assistance crews on Monday, July 2, BGE fully implemented its feeder-based approach to service restoration. A feeder-based restoration approach is called for in response to a severe impact storm, and is much different than the restoration practice normally employed in response to thunderstorms and most other major storms. This is necessary due to the numerous cases of heavy damage on feeders requiring coordination of activities at the feeder-level which include tree clearing and reconstruction at many different locations to restore service to all of the customers supplied by a feeder. BGE's process combines 'pods' of overhead line crews, tree crews, damage assessment personnel, loop crews, and public safety stand-by crews, led by a BGE crew guide. This caravan is deployed to the areas of worst reported damage; begins at the BGE substation (feeder source) and ensures public safety; identifies damage; and initiates repairs for the entire feeder. These pods (see Figure 7) could include up to 20 vehicles deployed to a concentrated area, where repairs of many feeders took multiple days.

Figure 7 – Pods of Crews Assemble at a Job Site for Feeder-Based Restoration

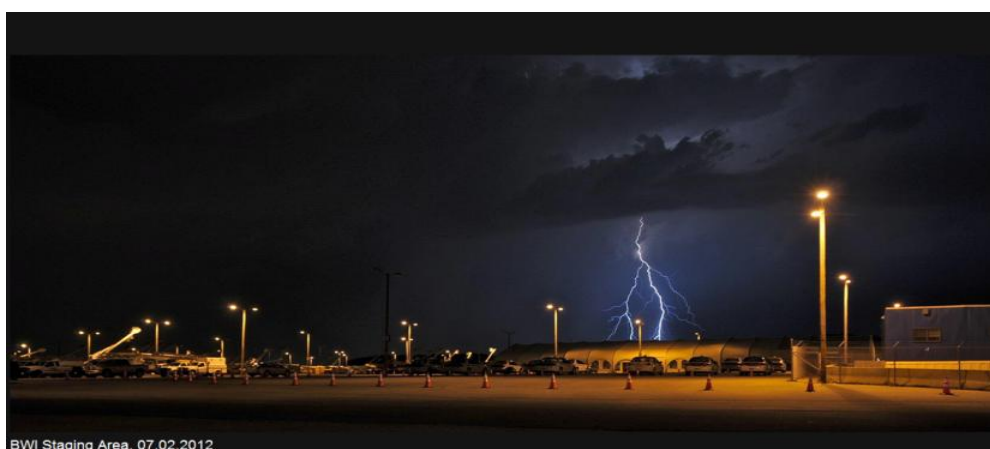


BGE's storm response plan provides for the deployment of resources to quickly and safely respond to downed wires or critical/priority calls. The plan also details the restoration of our system's distribution backbone and the performance of damage assessment. Priority calls were addressed as they were reported to BGE. Our damage assessment organizations were prepared to begin assessments once activities could safely begin. BGE employees from all across the company, personnel from PECO, and mutual assistance resources were mobilized to serve as public safety personnel and tasked with keeping the public a safe distance from downed wires until such time as restoration crews could repair the wires. During the June Derecho, more than 1,500 personnel had served in a public safety role.

Following the storm's impact, crews faced many challenges, not the least of which were working in the extreme heat, roads and access ways blocked by downed trees and a variety of other obstacles, and follow-on storms which affected BGE's service area. As crews continued to respond to priority work and restore services Sunday night into Monday morning, a thunderstorm impacted the service area between 1:00 AM and 3:30 AM. This storm was spawned by a passing cold front and resulted in more damage to the system, leaving an additional 12,000 customers without power. Approximately 150 new outage jobs and six feeder lockouts resulted from this storm which, by itself, qualified as a minor storm.

Adding to the challenge, just as BGE had ramped up our feeder-based service restoration approach, BGE's service area was impacted by yet another storm Monday evening. See Figure 8. Approximately 10,000 additional customers lost service from this storm.

Figure 8 – Storm Impacting BWI Staging Area Monday



A third storm passed through BGE's service area between 6:00 PM and 8:00 PM on Thursday. This storm resulted in service interruptions to approximately 9,000 additional BGE customers.

Throughout the event, BGE focused on the restoration philosophy outlined in BGE's Electric Delivery Emergency Response Plan (Emergency Response Plan):

- Public safety concerns including downed wires
- Critical facilities (hospitals, 911 call centers, sewage pumping and pumping stations)
- Electric system backbone (substation feeders, distribution and sub-transmission feeders)
- Large outages affecting the most customers
- Customers out of service for the longest period of time

By Sunday, July 8, the June Derecho and follow-on storms had resulted in 11,117 outage jobs and 4,316 non-outage jobs generated from 1,376,320 customer calls. System-wide restoration required the replacement of 4,988 sections of wire, 7,494 fuses, 380 poles, and 375 distribution transformers.

BGE's restoration efforts required extensive resources and coordination. Approximately 2,800 overhead and tree workers, 1,500 damage assessment and public safety personnel, and 1,250 customer contact center, warehouse, and other support personnel participated in the restoration efforts around the clock, for a total of more than 5,600 individuals, including many BGE employees performing jobs much different

than their normal day-to-day duties. BGE also coordinated the provision of 1,200 hotel rooms per day in 31 different hotels, 65,000 meals served by two caterers, 261 rental vehicles, 24 buses per day, 24/7 staffing at seven fleet shops, two staging areas, our Piney Orchard RCC and the delivery of fuel daily for the fleet of vehicles in use.

BGE continued to communicate frequently with customers around the clock through the storm and restoration effort. Maintaining open communication was critical, and the dialogue with customers provided us with real-time feedback on issues, concerns and questions. We continued to provide information and public safety messages to customers using traditional and social media channels, our website and our customer contact center. BGE monitored call volumes and system capacity to ensure that all customers had access to either a live representative or automated means to report outages. BGE also maintained open lines of communication with state and local government and regulatory officials, including the Maryland Public Service Commission (PSC), MEMA, local emergency management agencies, and local departments of public works.

See the Major Outage Event Reporting section for restoration details.

Damage Assessment

It is very unusual for an event ultimately classified as a severe impact storm to impact the BGE electric system without advance warning. Typically, BGE has advance warning of such an event and so can proactively follow the guidance provided in BGE's Emergency Response Plan such as putting in place the necessary staff, both internal and external, to manage the response to the event prior to its impact. Because there was no advance warning, many such pre-impact and proactive activities, outlined in the Emergency Response Plan, had to take place after the storm hit the BGE service area. This lack of notice also affected the standard damage assessment process which in turn was one of the factors that impacted the process for generating estimated times of restoration (ETRs).

During a severe impact storm of this magnitude, BGE's plan calls for the advance mobilization of more than 1,000 internal and external damage assessment and public safety personnel. Because of the lack of advance warning for the first several days, damage assessment personnel were dispatched to individual jobs where BGE had received reports of downed wires.

After overcoming challenges associated with the storm's lack of notice, BGE was able to engage in the feeder-based damage assessment process outlined in our Emergency Response Plan on Sunday, where the entire feeder is assessed. In accordance with the Emergency Response Plan, the most heavily damaged feeders were identified and physical patrols of those feeders were performed to gather data on damaged equipment and resource/equipment needs, and to provide the information in advance to individuals that were responsible for managing the restoration activities.

Initial identification of the most heavily damaged feeders included a review of each feeder for the number of jobs, the total number of customers out, critical infrastructure locations out of service such as pumping stations, the number of downed wire pole-to-pole and downed wire pole-to-house, and whether the feeder had locked out. The list was reviewed and finalized on a daily basis and each identified feeder was prioritized and assigned to either a mutual assistance crew guide and/or to one of 86 damage assessment crews for the physical patrol of those feeders.

The crew guides and damage assessment crews visually inspected electric circuits and recorded and summarized the damage they observed. Throughout these initial stages, BGE construction crews and

Alliance contractors worked to “make safe” any downed wires and protect the public. This included dedicated BGE crews working at night, ensuring 24/7 coverage.

While much of a main feeder line can be observed from roads or from rights-of-way, these inspections often required the crews to walk several miles in rugged terrain to inspect the taps or lateral branches into communities. Data from the assessments was gathered to identify resource, equipment and material requirements for repairs, as well as to plan repairs throughout the restoration activity days and help establish feeder and system-wide estimated times of restoration. A total of 402 entire feeders were assessed for damage.

During the June Derecho restoration, more than 1,500 BGE personnel were engaged in the public safety and damage assessment process.

Figure 9 - Thorough Damage Assessment Often Includes Patrolling on Foot



Public Safety Activities

Running in parallel to the damage assessment process was BGE’s public safety process. Public safety patrollers were assigned downed wire jobs to assess any threat to public safety. BGE’s process requires that, upon arrival at the scene, an initial inspection be performed by the patroller to determine if the downed wire was BGE’s wire, as opposed to telephone or cable television lines. When the downed wire is determined to be BGE’s wire, the patroller establishes a safety barrier around the downed wire to warn the public of the hazardous situation. The public safety patroller then stands by the downed wire. A public safety standby team is then dispatched to the scene to relieve the public safety patroller of the responsibility of guarding the downed wire. Once relieved, the public safety patroller is then assigned another downed wire job to assess. The public safety standby team then remains on the scene “guarding” the downed wire until such time as they can be relieved by another public safety team or a cut and clear crew. Cut and clear crews, which consist of qualified overhead lines personnel, will physically make the situation safe. Overhead crews at this time will only make repairs if it is minor damage that could be repaired by a single two-man crew with minimal effort. If more extensive damage was present or if tree clearing was required, the job is made safe by the overhead crew and then referred to tree and overhead crews to make repairs later in the restoration process. Once the overhead lines crews are on-site, the public safety standby team will be move to the next location where a public safety patroller is standing by a downed BGE wire.

In addition to the public safety training which is scheduled annually, BGE conducted approximately 25 refresher training sessions for public safety patrollers and standby personnel beginning Saturday, June 30, and running through Thursday, July 5. This involved the redeployment of office personnel and contractors to public safety teams over the course of the storm restoration effort to guard identified BGE downed wires until an overhead crew was able to address the issue and repair or make the wire safe. Often in these cases, our patrollers' response to downed wires identified that the wires were telephone or cable television wires, for which BGE normally does not dispatch public safety standby personnel. In all, BGE managed more than 3,500 downed wire pole-to-pole and more than 5,700 downed wire pole-to-house jobs.

During the June Derecho storm restoration effort, BGE used its existing process to coordinate response to road closures in the BGE service area caused by whole trees and large limbs that fell across roads and brought down BGE wires. The road closure e-mail mailbox was used to provide a standardized way for county departments of public works and county highway employees to communicate information on roads that were blocked by wires. This process helped centralize information, and the mailbox was continuously monitored by BGE storm personnel. These personnel worked with BGE's public safety patrollers to provide a coordinated response and determine the appropriate crews, equipment, and materials needed to address the blocked road and repair the damage. Once the site was made safe, BGE called and sent emails to county agencies to advise them that roadways could be re-opened. This process was invaluable to ensure that BGE downed wire jobs blocking municipal roadways received prompt attention.

Figure 9 – Road Closed by Fallen Trees and System Damage



BGE used all available company vehicles and implemented special administrative policies to enable company employees to use their personal vehicles to travel to public safety locations. BGE also rented 261 vehicles for use by public safety teams. To organize the public safety standby activities, all personnel that reported to a staging area received their vehicle (if needed), a daily safety briefing each day, and their initial assignment. The staging areas were staffed by patrol dispatchers and lead patrollers, who

coordinated resources and maintained records of each job and each crew. Patrol and public safety standby activities continued 24/7 through the end of the storm restoration on Sunday, July 8.

Customer-Focused Communications and Outreach

As field crews worked around-the-clock to restore service, the company immediately ramped up its communications efforts to engage with customers 24/7. From the outset, BGE was committed to communicating with its customers throughout the restoration effort, focusing not only on important safety and restoration information, but also engaging in a two-way dynamic conversation, enabling BGE to gain important information about the damage and issues customers were facing. In addition to providing information to customers through the customer contact center, website and media outlets, BGE proactively shared information with its special needs customers through several automated calls throughout the week as well as shared important information on its “Special Needs Hotline,” including information on cooling centers across the state.

BGE maintained an open dialogue with its customers around the clock through traditional media as well as social media through Facebook and Twitter. Through this engagement, BGE provided the latest available information and addressed specific customer inquiries. In addition to providing locations of utility crews actively engaged in restoration work in the field to the media, BGE issued 17 press releases and 13 media advisories, making available daily its BWI staging site, customer contact center and storm center to media representatives for interviews, photographs, b-roll and live shot opportunities. BGE conducted numerous daily interviews with local Baltimore and Washington, D.C. metro broadcast, print and online news outlets. BGE also conducted phone interviews with national news outlets such as CNN and international news outlets in Canada. In total, BGE officials conducted and/or facilitated more than 400 broadcast and print interviews (out of a total of approximately 700 media queries).

Early in the restoration effort on Sunday, July 1, BGE issued a letter-to-the-editor from its chief customer officer to all news outlets in the central Maryland and Washington, D.C. metro area as well as developed radio advertising to help explain the restoration process and the challenges associated with this particular event. The letter-to-the-editor was published in many of the Baltimore and Washington, D.C. metro-area print and online news outlets. Advertising messages thanked customers for their patience as more than 4,700 BGE employees, contractors and out-of-state mutual assistance resources worked to restore service to all customers as safely and as quickly as possible and reminded customers of safety information and restoration priorities.

BGE’s extensive use of its website and social media sites supplemented traditional media in keeping customers and emergency operation command centers informed of the company’s restoration progress throughout the storm’s aftermath and BGE’s restoration process.

BGE used its website, bge.com, to post important information and resources for customers, converting its main homepage into its Storm Center – a central location dedicated to the most recent information regarding restoration efforts and resources. BGE’s website received more than 1.45 million visits throughout the restoration, with the highest traffic on the Storm Center page, current outages page, and customer account management portal. BGE posted nearly 30 videos, receiving more than 6,700 views, depicting the restoration efforts on its YouTube site and nearly 500 photos were uploaded to its Flickr site, receiving 102,000 views as of July 27. In addition to linking customers directly to press releases, photos and videos of restoration work, social media sites and bge.com linked customers directly to important safety information, local resources, emergency operation command centers and government resources such as cooling sites through MEMA. As the restoration progressed, BGE posted a list of general areas of its service area where crews would be working each day.

Mentioned more than 11,000 times in social media, BGE maintained a 24-hour rotation schedule and posted more than 2,600 updates and responses to customers through Twitter and Facebook. When appropriate, social media representatives connected customers directly with BGE's customer contact center or other areas that could address their particular concern. This immediate, direct outreach addressed customer issues and reassured customers that, not only was BGE listening to their concerns, but that action was being taken to address their specific issues. Customers who used BGE's social media sites to connect throughout the restoration process shared personal concerns, but also expressed patience, support of and concern for the safety of our crews.

BGE communicated directly with customers through nine blogs (one per day throughout the restoration effort) from BGE's vice president and chief customer officer, Jeannette M. Mills. The blogs, which addressed timely customer concerns and/or feedback, were posted on bge.com and social media sites and provided customers with first-hand information about restoration efforts. BGE's blog posts received more than 22,500 views and more than 220 comments.

Customer Contact Centers

BGE's customer contact centers added additional resources, extended schedules, and made logistical plans to ensure 24/7 coverage at its Rutherford Business Center (RBC) and Spring Gardens locations during the restoration efforts.

Throughout the entire eight-and-a-half days of restoration efforts, including the Independence Day holiday, a total of 320 employees worked 12-hour shifts until all customers were back in service and the storm operations had been completed. By the time the final outage was restored, BGE's customer contact centers, which was operating at an increased staffing level of 320 representatives in two centers, fielded more than 1.3 million calls and more than 6,100 emails from customers regarding outages and approximately 8,900 reports of downed wires during their around-the-clock shifts. Throughout the storm, 193,029 customers spoke to a live representative and 1,109,924 customers were served via automation. Using Interactive Voice Response (IVR), Call Overflow (a high-volume call answering service that captures customers' information and issues electronic trouble tickets), and live representatives, the centers answered 1,302,953 calls, answering 91.9 percent of these calls in 60 seconds or less.

Logistics

Beginning on Saturday, June 30, the logistics team was notified to mobilize and begin making preparations for the arrival of mutual assistance crews. Logistics leaders met to review staffing plans and procedures. Vendors, suppliers and logistics personnel were contacted and mobilized. Staging area owners and representatives were called to arrange access. Lockheed Martin facility in the Middle River area of Baltimore County and BWI were available and selected for staging.

Following established procedures, the BWI and Lockheed Martin sites were set-up, staffed and ready to accept crews on the afternoon and evening of Saturday, June 30. A separate staging site was set up at BWI for patrol and public safety standby personnel was also ready by the evening of Saturday, June 30.

The Lockheed Martin overhead construction and BWI patrol and public safety standby staging areas operated until the morning of Sunday, July 8. The BWI overhead construction staging site remained open until Tuesday, July 10.

Logistics support for the restoration efforts included:

- Office trailers, tents, tables, chairs, generators, port-a-pots, dumpsters, and portable lights;
- Towers, materials, safety personal protective equipment, security, bus transportation, rental vehicles, meals and laundry service at each staging site;
- 1,200 hotel rooms a day in 31 different hotels, providing lodging for approximately 1,900 out-of-state crew personnel and approximately 50 BGE employees;
- 24 buses and three vans for transporting crews to and from the Staging Areas and hotels;
- 65,000 meals served by two caterers;
- 261 rental vehicles delivered to the staging areas;
- On-site fueling of approximately 1,000 trucks at the staging areas;
- 24/7 material deliveries to service centers, staging areas and job sites;
- Unscheduled deliveries were also made to job sites; and
- 24/7 staffing at seven fleet shops for vehicle maintenance and repair.

See Attachment 6 for more details.

Strategic Customer Planning

Strategic customer planning staff arrived at 2:00 AM at the storm communications center at BGE's Electric Operations Building (EOB). BGE's Piney Orchard Service Center in Odenton was commissioned as an RCC the same day at 1:00 PM. Both locations were staffed around the clock with a team of senior account representatives and engineers. Additionally, an engineering supervisor provided overlapping support between day and evening shifts. A team of business account representatives staffed BGE's RBC and answered the Business Support and Major Account lines during the storm. They acted as the first point of contact and gathered additional customer information to allow the account representatives and engineers to work efficiently while prioritizing restoration.

Strategic customer planning personnel were in contact with customers at hospitals, command centers of various departments of public works, 911 call centers, and with other outages impacting public safety and/or critical infrastructure, to develop restoration and priority schedules. Throughout the storm, strategic customer planning personnel worked directly with BGE storm management, public affairs, and customer communications coordinators personnel to identify, prioritize and restore customers where public safety was at risk or critical infrastructure was involved.

Regulatory Reporting

Pursuant to the Code of Maryland Regulations (COMAR) 20.50.07.05 Interruption of Service, electric utilities are required to notify the Staff of the PSC at the onset of a major outage event and then provide periodic updates until the event is declared over. BGE provided an initial email notification to PSC Staff around 4:30 AM on June 30, and regular updates at six hour intervals started at 10:00 AM on Saturday, June 30. On Sunday, July 1, the PSC Staff contacted BGE and requested that BGE start providing reports every four hours beginning at 8:00 PM that evening. BGE was again contacted on Thursday, July 5 and asked to omit its 4 AM report and to send an 11:00 PM report in place of the midnight report. BGE issued its final status report on Sunday, July 8, at 3:41 PM.

The Department of Energy, Office of Electricity Delivery and Energy Reliability, requires notification when 50,000 or more customers are interrupted for one hour or more. The notification must be submitted

through the Electric Emergency Incident and Disturbance Report Form OE – 417. At 2:04 AM on Saturday, June 30, BGE submitted its initial OE 417 report indicating more than 50,000 customers had been interrupted for more than one hour. BGE issued an update on July 1 at 9:00 PM and a final report at 10:01 PM on July 2. A supplement to the final report was issued on July 5 at 12:16 PM.

Human Resources

During the June Derecho, BGE's human resources department worked closely with BGE's storm leadership to understand the storm and to commence efforts to establish the BGE Human Resource Command Center (BGE-HR).

BGE-HR team members were assigned to EOB to work on communications and to answer "just-in-time" questions regarding various storm-related policies. Other BGE-HR team members participated in public safety standby and customer contact center support roles.

Post-Storm Inspection Activities

BGE does not stop working on storm-related activities when the last customer outage has been restored. After restoration activities are completed, BGE begins the process to ensure the integrity and overall reliability of the electric system through a post-storm inspection process. The first step is to thoroughly analyze outage data to develop a list of feeders requiring a post-storm inspection. In the analysis, BGE considers such criteria as whether the feeder was locked out, the number of customers impacted, the number of individual outage jobs, the comments and clues (downed wire calls, damage notes), the percentage of the feeder that is overhead, etc. The primary focus of the inspections is on the feeder mains and the three-phase taps where the largest customer impacts are felt. However, some feeders may be inspected in their entirety, depending on the storm impacts. Inspectors look for several items, including:

- Damage from the storm that did not cause an outage but could cause a future outage – such as broken cross-arms, phases off insulators, broken braces, and leaning or washed-out poles;
- Temporary repairs made during restoration activities to restore service but that require a permanent fix – such as braced poles, primary wires that were temporarily sleeved correctly, shortened cross-arms, and temporary guy wires to other objects. To assist with permanent repairs, BGE held 204 mutual assistance overhead FTEs (53 crews) on Monday, July 9, and 175 mutual assistance overhead FTEs (20 crews) on Tuesday, July 10.
- Clearance issues related to storm damage or temporary repairs – examples include incorrect sags of primary, bus or service loop wire/cable and poles cut off due to damage causing low wires
- Vegetation issues created by the storm – examples include the following:
 - Off right-of-way (ROW) hazard trees that have partially uprooted and have obvious lean, placing overhead facilities at risk.
 - Trees with outward signs of defect including stress cracks, deep fissures, or large areas of decay that are judged as risks.
 - Trees that are lodged in other trees that may not support them, so both trees pose a threat to electric facilities.
 - Overhanging broken limbs or large portions of tree that could fall on electric equipment.
 - Particular species of trees that are 'bad actors' and continually cause problems due to a variety of tree characteristics including species, modulus of rupture, shallow root systems, etc.

- Trees that are lying on or against equipment (poles, guy wires, etc.) which have not yet caused an outage.

As inspections are completed, the results are given to the appropriate construction and/or tree crews to repair, and dedicated make corrective repairs.

Major Outage Event Reporting

A. Written Reports. Each utility shall file a written report with the Commission within 3 weeks of the end of a major outage event.

B. Contents. The written report shall contain:

(1) The total number of Maryland customers served by the utility

1,240,173⁴

(2) The date and time when the major outage event started

Friday, 6/29/2012 10:30 PM

(3) The date and time when all sustained interruptions in Maryland related to the major outage event were restored

Sunday, 7/8/2012 2:00 PM⁵

(4) The total number of Maryland customers who experienced a sustained interruption of service related to the major outage event

762,781

(5) The total number of customer interruption hours experienced by customers reported under §B(4) of this regulation

28,643,177 hours

(6) The average duration of customer service interruption, expressed in hours, and calculated by dividing the total number of customer interruption hours reported in §B(5) of this regulation by the total number of Maryland customers who experienced an interruption reported in §B(4) of this regulation

37.55 hours

(7) The maximum number of Maryland customers who concurrently experienced a sustained interruption related to the major outage event and the date and time this occurred

429,841 on Saturday, 6/30/2012 at 1:00 AM

⁴ Information as of June 2012.

⁵ Official end of the storm on July 8, 2012.

- (8) The number of Maryland customers who experienced a sustained interruption recorded at a maximum of 6-hour intervals throughout the major outage event

Number of Sustained Customer Interruptions Every Six Hours:				Cumulative	
6 Hour Int.	Date:	Time:	Number:	Cust Int	Cust Rest
T=0	6/29/2012	10:30 PM	0	0	0
T=6	6/30/2012	4:30 AM	422,869	468,730	45,861
T=12	6/30/2012	10:30 AM	409,319	500,292	90,973
T=18	6/30/2012	4:30 PM	379,398	508,784	129,386
T=24	6/30/2012	10:30 PM	347,900	527,140	179,240
T=30	7/1/2012	4:30 AM	320,586	539,212	218,626
T=36	7/1/2012	10:30 AM	296,858	556,191	259,333
T=42	7/1/2012	4:30 PM	269,613	578,828	309,215
T=48	7/1/2012	10:30 PM	243,914	595,366	351,452
T=54	7/2/2012	4:30 AM	233,728	612,590	378,862
T=60	7/2/2012	10:30 AM	221,723	625,680	403,957
T=66	7/2/2012	4:30 PM	197,031	643,874	446,843
T=72	7/2/2012	10:30 PM	167,493	660,817	493,324
T=78	7/3/2012	4:30 AM	157,139	663,000	505,861
T=84	7/3/2012	10:30 AM	148,565	666,872	518,307
T=90	7/3/2012	4:30 PM	135,692	676,443	540,751
T=96	7/3/2012	10:30 PM	107,535	681,943	574,408
T=102	7/4/2012	4:30 AM	101,428	683,478	582,050
T=108	7/4/2012	10:30 AM	91,451	686,791	595,340
T=114	7/4/2012	4:30 PM	72,620	698,038	625,418
T=120	7/4/2012	10:30 PM	55,297	704,484	649,187
T=126	7/5/2012	4:30 AM	49,116	704,697	655,581
T=132	7/5/2012	10:30 AM	44,603	706,415	661,812
T=138	7/5/2012	4:30 PM	35,582	711,945	676,363
T=144	7/5/2012	10:30 PM	26,947	723,458	696,511
T=150	7/6/2012	4:30 AM	23,000	723,827	700,827
T=156	7/6/2012	10:30 AM	19,181	725,869	706,688
T=162	7/6/2012	4:30 PM	13,283	731,690	718,407
T=168	7/6/2012	10:30 PM	8,116	734,475	726,359
T=174	7/7/2012	4:30 AM	9,068	741,989	732,921
T=180	7/7/2012	10:30 AM	5,808	743,281	737,473
T=186	7/7/2012	4:30 PM	3,121	747,547	744,426
T=192	7/7/2012	10:30 PM	3,747	758,239	754,492
T=198	7/8/2012	4:30 AM	1,937	761,094	759,157
T=204	7/8/2012	10:30 AM	1,512	761,712	760,200
T=208	7/8/2012	2:00 PM	1,522	762,781	761,259

(9) Information about requests for outside assistance, including the:

(a) Name of the organization to which the request was made

(b) Date and time of the request

(c) Resources requested

Friday, June 29, 2012

BGE had no prior warning that a significant operational storm would be impacting BGE's service area until approximately 10:30 PM; no request for crews was made by BGE at this time.

SEE call at 9:00 PM. The mutual assistance call was held at the request of Midwest utilities as the storm had already passed through their service area and caused a significant number of customer outages. At the time of the call, all Mid-Atlantic utilities were holding crews.

Saturday, June 30, 2012

BGE requests more than 1,000 overhead line primary FTEs (2-person 500 crews) to assist with restoration.

Widespread severe thunderstorms entered the BGE service area at approximately 11:00 PM on Friday night. Based on the number of customer outages at 4:00 AM, BGE estimated that 1,000 FTEs (approximately 2-person crews) were required.

SEE call at 8:00 AM. A total of 674 FTEs were available through non-impacted companies. These FTEs were allocated between those companies impacted by the event and BGE was allocated 145 FTEs.

MAMA call at 9:00 AM. The call held at the request of BGE and Pepco Holdings, Inc. (PHI). BGE continued to request assistance to reach the desired number of FTEs. Due to potential storms occurring in the rest of the Mid-Atlantic, all other utilities held crews. No releases occurred at the time of this call.

New York Mutual Assistance Group (NYMAG) call at 10:00 AM. Although not a member of NYMAG, BGE was invited to participate in the call due to the number of customers out of service and FTEs requested. Although there were FTEs released during this call, no FTEs were released to BGE due to amount of NYMAG member requests.

SEE call at 2:00 PM. BGE continued to actively seek assistance. 96 overhead FTEs and 30 tree crews were released at this time, of which 28 FTEs were allocated to BGE.

NYMAG call at 5:00 PM. As with the earlier call, there were a number of FTEs released within NYMAG, but no FTEs were released to BGE due to active requests from member utilities.

MAMA call at 6:00 PM. BGE requests for FTEs continued. However, a limited number of FTEs continue to be available due to the member companies holding most of their available FTEs. BGE was able to obtain 6 FTEs due to a release of FTEs by a member utility. After the call, an additional utility was able to release FTEs that were split between impacted MAMA companies. BGE was allocated 71 of the FTEs released.

SEE call at 8:00 PM. It was determined earlier in the day that there may be crews available from Quebec, Canada. This call was held with SEE member impacted companies only to determine if the crews would be available and what the process would be to get the Canadian crews into the United States. A Canadian utility committed to provide crews as long as requesting crews could produce evidence that their state had declared a state of emergency. A follow-up call was held at 6:30 AM on Sunday, July 1 to decide how the impacted utilities would split those resources.

Throughout the day, BGE held independent (non-mutual assistance sponsored) calls. BGE continued to actively procure additional resources via Alliance contractors and non-mutual assistance related FTEs.

Sunday, July 1, 2012

BGE continues its efforts to secure at least 1,000 overhead line primary FTEs (500 2-person crews)

Based on the number of customer outages at this time, BGE estimated that at least 1,000 overhead line primary FTEs (500 2-person crews) were required.

SEE call at 6:30 AM. Impacted companies had a call to discuss the distribution of FTEs from Canada. It was determined that the approximately 200 available FTEs would be split evenly amongst the three utilities, including BGE. BGE received 63 overhead line FTEs from Canada at this time.

Maryland Utility Group of Mutual Assistance (MUGMA) call at 7:00 AM. At the request of BGE and PHI, an email was sent to all members of the MUGMA to determine if any resources were available from utilities and municipalities in Maryland. No resources were available.

MAMA call at 9:00 AM. During the call, BGE requested assistance to reach our desired number of FTEs. Due to potential storms occurring in the rest of the Mid-Atlantic, all other utilities held crews.

Northeast Mutual Assistance Group (NEMAG) call at 8:00 AM. Although not a member of NEMAG, BGE was invited to participate in the NEMAG call due to the number of customers out of service and the number of FTEs requested. During this call, NEMAG released some FTEs, of which 59 overhead line FTEs were allocated to BGE.

MAMA call at 6:00 PM. BGE continued requesting FTEs. BGE was allocated 40 FTEs.

NYMAG call at 8:30 PM. BGE was again invited to participate because of the number of customers out of service and FTEs requested. As with the earlier calls, there were a number of FTEs released within the NYMAG utilities, but no FTEs were released to BGE due to the member utilities' needs.

Again, throughout the day, BGE held independent (non-mutual assistance sponsored) calls. BGE continued to actively procure additional resources via Alliance contractors and non-mutual assistance related FTEs.

Monday, July 2, 2012

BGE requests an additional 100 overhead line secondary FTEs (50 2-man crews).

BGE had approximately 1,200 overhead line primary FTEs expected to arrive by close of business on July 2. BGE determined that it needed an additional 100 overhead line secondary FTEs (50 2-man crews).

SEE call at 9:00 AM. BGE received 16 overhead line FTEs from Tampa Electric.

MAMA call at 6:00 PM. BGE continued to request 100 overhead line secondary FTEs. No FTEs of any type were available during the call.

Again, throughout the day, BGE held independent (non-mutual assistance sponsored) calls. BGE continued to actively procure additional resources via Alliance contractors and non-mutual assistance related FTEs.

Tuesday, July 3, 2012

BGE requests 300 additional overhead line (primary and secondary) FTEs due to additional outages.

BGE continued to have afternoon thunderstorms throughout the week resulting in additional customer outages.

SEE call at 9:00 AM. BGE requested an additional 200 overhead line primary FTEs and 100 overhead line secondary FTEs. No additional FTEs were available during the call.

MAMA call at 6:00 PM. BGE requested an additional 200 overhead line FTEs and 100 overhead line secondary FTEs. No additional FTEs were available during the call.

NYMAG call at 8:00 PM. BGE participated in the NYMAG call as a guest and requested 200 overhead line FTEs and 100 overhead line secondary FTEs. At the time of the call, no FTEs were made available.

Again, throughout the day, BGE held independent (non-mutual assistance sponsored) calls. BGE continued to actively procure additional resources via Alliance contractors and non-mutual assistance related FTEs.

Wednesday, July 4, 2012

BGE continues its efforts to retain 1,500 overhead line primary FTEs (750 2-person crews) and 100 overhead line secondary FTEs (50 2-man crews)

SEE calls at 9:00 AM. Impacted companies participated in the call. A previously impacted utility released a total of 420 overhead FTEs of which BGE received 160 FTEs.

NYMAG. As a result of the NYMAG call held on Tuesday, July 3, a non-impacted utility followed up with BGE and released 35 overhead FTEs.

MAMA call at 6:00 PM. No additional FTEs were made available during the call.

Again, throughout the day, BGE held independent (non-mutual assistance sponsored) calls. BGE continued to actively procure additional resources via Alliance contractors and non-mutual assistance related FTEs.

Thursday, July 5, 2012

BGE achieved staffing of 1,500 overhead line primary FTEs

Throughout the day, BGE held independent (non-mutual assistance sponsored) calls. BGE began discussions with neighboring utilities to discuss rerouting resources to assist still impacted utilities, including BGE.

SEE call at 9:00 AM. No FTEs available at this time.

MAMA call at 6:00 PM. At the time of the call, no requests were made and no FTEs were available. Member companies continued to have heat and storm related outages.

Friday, July 6, 2012

BGE continued with its level of staffing (over 1,500 overhead line primary FTEs).

No additional requests for FTEs were made.

Throughout the day, BGE held independent (non-mutual assistance sponsored) calls. BGE continued discussions with neighboring utilities to discuss rerouting resources to assist still impacted utilities, including BGE.

SEE call at 9:00 AM. No additional FTEs were available at this time.

MAMA call at 6:00 PM. No additional FTEs were available at this time.

Saturday, July 7, 2012

BGE continued with its level of staffing (over 1,500 overhead line primary FTEs).

No additional requests for FTEs were made.

Throughout the day, BGE held independent (non-mutual assistance sponsored) calls. BGE continued discussions with neighboring utilities to discuss rerouting resources to assist still impacted utilities, including BGE.

SEE call at 8:00 AM. No additional FTEs were available at this time.

MAMA call at 6:00 PM. No additional FTEs were available at this time.

Sunday, July 8, 2012

BGE not requesting additional resources; storm-restoration completed.

SEE call at 8:00 AM. BGE did not request additional resources. No FTEs were available during the call.

BGE FTEs released. BGE decided to release a majority of the overhead and overhead line secondary FTEs because the restoration efforts had been completed. However, BGE did hold 204 FTEs (53 crews) to assist with permanent repairs on Monday, July 9, and 175 FTEs (20 crews) to assist with permanent repairs on Tuesday, July 10.

MAMA call at 6:00 PM. At the time of the call, no requests were made and no FTEs were available

BGE held independent (non-mutual assistance sponsored) calls. No additional FTEs were requested or received by BGE.

BGE External Crew Summary Table

	Overhead FTE REQUIRED	Cumulative Overhead FTE Obtained (less departures)	Overhead FTE Requested	Overhead FTE Obtained	Daily Shortfall	Overhead FTE Departed	Total Overhead FTE Onsite
6/30/12	1,000	57	1,000	57	-943	0	57
7/1/12	1,000	745	800	688	-255	0	745
7/2/12	1,000	1,138	50	393	138	0	1,138
7/3/12	1,500	1,142	250	4	-358	0	1,142
7/4/12	1,500	1,282	250	140	-218	0	1,282
7/5/12	1,500	1,543	0	261	43	0	1,543
7/6/12	1,500	0	0	0	0	0	1,543
7/7/12	1,500	0	0	0	0	2	1,541
7/8/12	1,500	0	0	0	0	1541	0
Totals:	1500	1,543	1,500	1,543		1,543	1,543

(10) Information about outside assistance received

- (a) **Name of the organization providing crews and the nature of the assistance, i.e., mutual assistance, third-party contractor crew normally dedicated to the utility, additional third-party contractor crew, or other (explain in report)**
- (b) **Date and time of crew arrivals and departures**
- (c) **Number and types of vehicles**
- (d) **Total number of personnel**
- (e) **Number of personnel on primary overhead line crews**
- (f) **Number of personnel on secondary overhead line crews**
- (g) **Number of personnel on tree trimming crews**

In summary, BGE received the following outside assistance. See Attachment 3 for details.

Organization- Overhead Primary Work	Number of Vehicles	Number of Crews	Number of Personnel
Ferguson Trenching	1	1	2
Gagon-Canada	16	12	25
Georgia-Power-Ohio	94	22	156
Harlan	28	15	43
Henkles & McCoy	47	14	69
HYDRO-1	39	15	71
HYDRO-QUEBEC	42	30	72
I.B. Abel	13	8	20
MISSISSIPPI POWER	37	5	53
MM Electric - Nashville	16	4	18
MM Electric – OK	0	2	4
National Grid Utility- Providence	9	1	19
National Grid- Worcestor	8	2	16
Northeast Utilities-Conn Lt & Pwr	0	6	17
Northeast Utilities-Mass Elec	0	3	7
Northeast Utilities-NSTAR	7	6	14
Northeast Utilities-PSNH	0	6	13
OHL - Detroit, Late Crew	14	3	7
OHL-DETROIT	14	5	16
PDA - one crew	5	1	9
PDA-VA	35	7	39
PECO - Philadelphia	56	25	45
PECO- CARR and DUFF	18	4	18
PECO- Miller Brothers	32	12	20
PECO- Miller Brothers PA	2	1	4
PECO- Miller Brothers(2nd bunch)	16	4	29
PECO- MJ Electric-CONNECTICUT	10	3	12
PECO MJ Electric-PITTSBURGH	4	2	5
PECO-Philadelphia	0	3	23
Pike Electric - Energy United - MD	14	5	21
PIKE GA Power Electric-GA	10	3	22
PIKE-FLA (LEE CO.)	19	5	22
Pike-PPL	12	4	17
PIKE-PROGRESS ENERGY	16	6	29
RIGGS-Cherry Hill	5	8	11
Sargent Electric	4	2	6
Southern Electric Company	7	1	7

SPARKS- Arab, AL	18	3	20
SPARKS- Farmington, MS	24	4	23
SPARKS- Jackson, MS	14	4	17
SPARKS- McComb, MS	36	5	34
SPARKS-Dallas TEXAS	12	2	15
SPARKS-Mobile Alabama	6	1	7
SPARKS-Oklahoma City	18	3	16
SPARKS-Sayre-OKLAHOMA	42	7	38
SPARKS-TENN	5	1	5
STATE ELECTRIC - MA	76	56	133
STATE ELECTRIC-Canada	15	14	32
Tampa Electric	19	6	51
Tampa Electric 2	20	4	28
Tampa Electric-Team Fishel	44	11	52
THIRAU	17	12	33
Thirau Inc - Second Group	16	12	25
Thirau inc Third Group	4	0	4
Utility Lines Construction Services - Overhead - LA	27	5	29
Total	1063	406	1543

Organization-Overhead Secondary Work	Number of Vehicles	Number of Crews	Number of Personnel
ALLIANCE POWER - LOOP	13	10	25
DELTA-UTILITY - LOOP	0	6	12
PDA - LOOP	0		13
Peco-Loop	26	20	42
ULCS - High Lines - LOOP - LA	14	6	10
ULCS - High Lines- LOOP - CT	7	6	16
ULCS-American Lighting Signal - LOOP - NC	6	5	11
ULCS-LOOP-Forest Park, GA	4	3	6
Total	70	56	135

Organization-Tree	Number of Vehicles	Number of Crews	Number of Personnel
Lewis Tree Service - CLP group one and two	65	25	62
Lewis Tree Third Group	21	16	33
PECO-Asplundh-PA-Tree	24	23	46
Total	110	64	141

(11) Information about electric utility crews working on restoration

- (a) Number and types of vehicles**
- (b) Total number of personnel**
- (c) Number of personnel on primary overhead line crews**
- (d) Number of personnel on secondary overhead line crews**
- (e) Number of personnel on damage assessment crews**
- (f) Number of personnel on tree trimming crews**

See Attachment 4.

(12) The following information about communications with customers

- (a) The total number of calls received by the utility during each hour of the major outage event**
- (b) The total number of calls answered by the utility's voice response system, customer service representatives, and any high volume call systems during each hour of the major outage event**
- (c) The total number of customer service representatives logged into the call center and supporting phone systems actively taking or waiting to take customer calls on an hourly basis during the major outage event**
- (d) On a daily basis during the length of the outage and for the entire major outage event, the percentage of all calls that were offered and answered by the utility's voice response system, customer service representatives, and any high volume call systems within a 30-second timeframe and within a 60-second timeframe**

See Attachment 5.

(13) With regard to system damage, the number of each of the following occurring during restoration:

- (a) Poles replaced**
- (b) Distribution transformers replaced**
- (c) Fuses replaced**
- (d) Downed wires**

(e) Substations with damaged equipment

Equipment Replaced	Number and/or Amount
(a) Poles	380
(b) Distribution Transformers	375
(c) Fuses	7,494
(d) Wire	4,988 (sections)
(e) Substations with damaged equipment	1

(14) Any issues concerning the availability of materials or equipment that affected restoration progress, including a description of how any unavailability affected restoration, and a description of the emergency measures taken to resolve the issues.

BGE maintains a material listing of more than 260 items that are specific to storm restoration activities. This list include critical items such as primary and secondary wire, wood poles, cross arms, transformers, wire connectors, various kits (safety standby, patrol, loop, etc.), and pole top hardware. Based on experience from previous storm restoration efforts, material availability, and supplier location, appropriate inventory levels have been established for each item and are monitored weekly throughout the year. BGE entered this storm with an ample supply of storm materials in stock. Throughout the restoration effort, stock levels were continuously reviewed by engineering and material and inventory specialists and were discussed daily with field leadership. Items that dropped below pre-determined inventory levels, or those quickly approaching them, were immediately ordered from our suppliers. Communications with our suppliers occurred over both weekends and the Independence Day holiday. In most cases, material orders were fulfilled by our suppliers within 24 hours of order. Deliveries from our suppliers were made around the clock throughout the restoration to our warehouse, staging areas and service centers. As a result, restoration was not delayed due to shortages of distribution materials or equipment.

(15) A self-assessment, including lessons learned and future plans to improve service restoration efforts during major outage events

What went well?

- BGE was able to implement many of the process improvements developed by BGE's Hurricane Irene lessons learned teams including:
 - Having separate staging sites for overhead construction and patrollers and public safety standby teams to improve ingress/egress.
 - Material tracking proved effective.
 - Utilizing staggered shifts for public safety standby teams, which allowed us to more effectively manage these teams.
 - New permit and tagging changes in issuing permits which improved the restoration efficiency.
 - New work-load management process which streamlined the work packaging process and allowed us to utilize field resources more effectively.
 - The integration of damage assessment resources within the field restoration crew "pods" which increased the effectiveness of the field resources.
 - Assignment of system operators/assistant system operators to the Piney Orchard RCC to help more effectively manage switching and permitting for crews working out of the Piney Orchard RCC.

- Implemented a new procedure designed to reduce the time required to obtain large blocks of hotel rooms for external resources, which proved to be significant for this event given the inability to plan and make arrangements prior to the event.
- The first use of air-conditioned tents at staging areas which was critical given the heat levels experienced during the restoration.
- BGE's process for coordinating road closures with local jurisdictions continued to work well.
- An updated emergency event logistics plan with directions to all sites and GPS coordinates was implemented with success.

What could we improve?

- To the extent possible, continue to refine and improve our customer communication and ETR processes for large scale events.
- While there was high level of successful coordination and a significant amount of information flow between BGE and state and local officials during the event, we need to continue to actively dialogue and coordinate with state and local agencies including MEMA and state and local officials to better understand their information needs.
- Improve the daily status conference calls with elected officials.
- Additionally, BGE will assess the effectiveness of those Irene process improvements implemented for the June Derecho which will be evaluated against our experiences during this event.

(16) A description of the manner in which customers were informed of the status of the outages in their geographic area by means of the customer call center or by other means of customer communications

As soon as restoration efforts began, BGE was cautious in providing a system ETR for all customers. As BGE completed repairs to the backbone of its distribution system – its 33kV line - and began working on the smaller, more localized lines, customers were given specific, job-related ETRs. Additionally, BGE posted on its website, bge.com, the general locations of crew locations across the service area.

Throughout all days of restoration, BGE communications staff worked closely with overhead distribution operations to provide several crew locations each day to all of the media outlets in Baltimore and many in Washington, D.C. While BGE did not set a specific system ETR for this event, we did utilize a variety of communication opportunities and methods to convey the expected duration of the event.

BGE utilized a variety of communication opportunities and methods to convey the overall expected duration of the event, known as the system ETR. By Saturday evening, BGE had begun communicating to customers, through our IVR and customer contact representatives, that service restorations would extend deep into the following week.

In the next couple of days, BGE communicated through press releases, media interviews, bge.com and customer contact center staff and automated interactions that service restoration would extend well into the coming week with full restoration into the coming weekend. BGE also informed the PSC and MEMA about this timeline. By Wednesday, July 4, BGE began publishing list of neighborhoods to be worked that day. This information was available through bge.com and press releases.

In the final days of the storm restoration efforts, BGE used a predictive dialer to notify customers that restoration work was proceeding in their neighborhoods to repair damaged electrical equipment, and successfully reached 86.0 percent of more than 20,000 customers contacts attempted.

(17) A description of the manner in which the utility informed elected officials, government officials, and members of the public of the status of the outage and restoration efforts

BGE's governmental affairs and communications teams worked in tandem to ensure that elected and government officials and customers received consistent and timely information. Working in parallel with the storm restoration and mobilization efforts, this team and BGE senior management were in contact with the appropriate governmental and/or legislative personnel at the federal and state level and in Anne Arundel, Baltimore, Calvert, Carroll, Harford, Howard, Montgomery and Prince George's Counties, as well as the municipalities of Annapolis, Baltimore, Bowie, Laurel, North Beach, Chesapeake Beach and other municipalities served by BGE, including participating in conference calls and briefings. The governmental affairs team, with the support of communications, marketing and community relations personnel communicated proactively and responsively with elected and public officials and their staff throughout the event in a variety of ways, including direct contact at MEMA and in local emergency operation centers, emails, individual phone calls, conference calls and daily distribution of press releases to public officials. Governmental affairs staffed BGE's storm center throughout the event. Governmental affairs personnel also staffed the emergency operation centers of MEMA and each local county, through closing as requested to facilitate information exchange regarding customer outages, and restoration activities. Governmental affairs staff worked closely with MEMA to identify outages impacting public safety and critical infrastructure. As part of this effort, governmental affairs staff worked with MEMA to coordinate the restoration to key traffic signals throughout BGE's service area. Following closure of local EOCs, governmental affairs staff continued to field inquiries from and provided information to state and local officials and elected representatives about the restoration effort in their respective jurisdictions. Governmental affairs personnel distributed, on a daily basis, outages by zip code and crew locations by neighborhood and assisted local jurisdictions to address customers still without power at the end of the week. BGE's storm leadership was also in regular contact with PSC Staff to provide information similar to that offered to MEMA regarding customer outages and restoration activities. Additional detail on the company's customer-focused communications efforts can be found in the Section "Customer-Focused Communications and Outreach."

(18) A description of the manner in which the utility estimated restoration times

BGE is committed to providing customers timely and accurate ETRs. As the June Derecho unfolded, it became evident, through clues in customer trouble calls as well as feedback from those crews already responding to cases of trouble, that the system had experienced significant damage. As is the case for most storms, major outage events, in particular (where there is indication of significant localized or wide-spread system damage), BGE suppressed the ETRs generated automatically by BGE's outage management system (OMS). These system generated ETRs which are based on historical average and not event specific information remained off throughout the duration of the event. Then, to help ensure customers were only receiving accurate ETRs during the initial stages of the response to the event, BGE only provided ETRs where crews had assessed the job; were engaged in service restoration for that job; and had reasonable confidence in providing an ETR.

As BGE continued mobilizing the necessary storm positions, our response staff, to the extent possible, continued to focus on public safety including jobs with downed wires where government emergency responders were guarding wires, wires blocking roadways, and other similar emergency situations. These types of jobs would continue to receive job-based ETRs throughout restoration efforts even as BGE transitioned to feeder-based service restoration.

On Monday, BGE transitioned to feeder-based service restoration and began assigning zonal/feeder ETRs for those feeders to be actively worked when a completion time could be calculated with a high degree of certainty. The assignment of feeder/zonal ETRs would continue throughout the duration of our service restoration efforts.

BGE used a variety of communication opportunities and methods to convey the overall expected duration of the event (system ETR). By Saturday evening, BGE had begun communicating to customers, through our IVR and customer contact center representatives, that service restorations would extend deep into the following week.

In the next couple of days, BGE communicated through press releases, media interviews, bge.com and customer contact center staff, and automated interactions that service restoration would extend well into the coming week with full restoration into the coming weekend. BGE also informed the PSC and MEMA about this timeline. By Wednesday, July 4, BGE began publishing list of neighborhoods to be worked that day. This information was available through bge.com and press releases.

During the June Derecho restoration, it was once again apparent that there is a disconnect between customer expectations of what is a reasonable ETR in the aftermath of a severe impact storm and the realities associated with restoring power under such conditions. BGE will continue to work to provide its customers with the best information possible about when service will be restored, recognizing that unforeseen operating challenges can extend or elongate individual ETRs. With this in mind, it is essential for BGE to continue to educate customers about the overall restoration process, along with the realities and challenges associated with assigning individual ETRs during major storm restoration efforts.

(19) A description of any areas where the utility did not comply with its major outage event plan⁶

It is not typical for an event ultimately classified as a severe impact storm to impact the BGE electric system without advance warning. Typically, BGE has advance warning of such an event and so can proactively follow the guidance provided in Emergency Response Plan such as putting in place the necessary staff, both internal and external, to manage the response to the event prior to its impact. Because there was no advance warning, most of the pre-impact activities outlined in the Emergency Response Plan had to take place post-impact. In addition to delaying the internal and external restoration staffing effort, this lack of notice affected the standard damage assessment process which in turn was one of the factors that impacted the standard ETR process and the establishment of a system ETR.

During a severe impact storm, such as the June Derecho, BGE's Emergency Response Plan calls for the advance mobilization of over 1,000 internal and external damage assessment and public safety personnel. The Emergency Response Plan ensures BGE has all the necessary initial resources in place by a given time ready to respond, as soon as it is safe to work, to the significant number of public safety concerns that usually result from large events such as the June Derecho. While BGE was quick to begin staffing, we were faced with the challenge of staffing for a severe impact storm, post impact and during a holiday weekend.

Generating ETRs with any degree of confidence requires accurate system damage information as well as resource information. Because of the wide spread geographic nature of this event combined with storms to the south of the BGE service area the prior week, mutual assistance resources were difficult to obtain during first phase of the event. In addition to these challenges, there was a significant threat of additional outages throughout the week based on additional forecasted storms and temperatures that were projected

⁶ Pursuant to COMAR 20.50.12A and PSC's order dated July 11, 2012 in Md. PSC Case No. 9298, we will file our major outage event plan on August 10, 2012.

to remain in the mid 90's to the low 100's degrees. Because of these factors, it was determined that it was not in the best interest of our customers to publish a specific system ETR in OMS during the initial stage of the event but rather to give system ETR guidance to our customers via the BGE's customer contact center and various media outlets.

As the damage assessment process began to work with, and eventually moved ahead of, the restoration process, it allowed for the generation of feeder or zonal ETRs that could be given to customers with a higher degree of confidence. The decision for such an approach was based largely on providing customers with accurate and concise ETRs when there existed, throughout the event and even following damage assessment, and the level of uncertainty as to the actual amount of unscreened damage that existed on the system at the time.

(20) The number of customer service interruptions under §B(4) of this regulation and the number of customer service interruption hours under §B(5) of this regulation caused by each one of the following:

- (a) Fallen tree or tree limb**
- (b) Fallen or broken pole**
- (c) Lightning damage**
- (d) Ice accumulation on conductors**
- (e) Each other direct cause of interruption of service to 5 percent or more of total customers interrupted, listing and providing a descriptive name for each cause.**

Interruption Cause	Customers Interrupted	Customer Interruption Hours
(a) Fallen tree or tree limb	497,457	22,060,959
(b) Fallen or broken pole	36,098	1,677,472
(c) Lightning damage	18,686	443,173
(d) Ice accumulation on conductors	0	0
(e) Other significant causes	210,540	4,461,573
Total	762,781	28,643,177

*Note: BGE's internal outage data verification audits may result in slight future variations in these statistics. BGE does not consider a fallen or broken pole as a root interruption cause, but the result of another action such as a fallen tree.

Other significant causes included 10 distinct interruption cause categories not listed above. Those interruption cause categories that exceeded 5 percent (38,139) of the storm total of 762,781 customers interrupted were:

Interruption Cause	Customers Interrupted	Customer Interruption Hours
Other	41,691	703,073
Weather	101,261	2,408,373
Total	142,952	3,111,446

Attachment 1 - BGE-Specific Detailed Forecasts

Thursday June 28, 2012 BGE-specific AM Forecast

3:49 AM Forecast

There are not any expected weather threats today, though temperatures will climb into the lower and middle 90s with low-to-moderate levels of humidity. With high pressure remaining parked in the Mississippi Valley, it will put the Mid-Atlantic in a fast northwesterly flow through early next week. This fast northwesterly flow will leave the Mid-Atlantic with potential multiple rounds of thunderstorms. The first one still looks to be early Friday morning, with a stalled front possibly providing additional thunderstorms on Saturday and Sunday.

Friday, June 29, 2012 BGE-specific AM Forecast

4:00 AM - Forecast

A complex of thunderstorms will arrive along the northern-tier of counties between 5:00 AM and 5:15 AM., before exiting into the Chesapeake Bay by 7:00 AM. The thunderstorms will likely weaken with time, but could still produce locally gusty winds and occasional lightning. After 7:00 AM, the rest of the day will be dry but extremely hot with increasing humidity.

A Heat Advisory and Excessive Heat Watch are in place for the entire BGE service area today and Saturday. Additional heat-related advisories will likely be required for Sunday and Monday. Temperatures will range from the middle and upper 90s to around 100 degrees each day, with heat indices peaking as high as 105 to 110 degrees on Saturday.

4:51 AM – Forecast Update

A broken line of general thunderstorms is currently arced from Adams County to Berks County along the far southern and southeastern-tier of counties in Pennsylvania. Radar is showing this line moving off to the east-southeast at 40 mph. It has already entered Carroll and Baltimore Counties, and will likely pass through the rest of Carroll, Baltimore and Harford Counties between 5:45 AM and 6:15 AM. After 6:15 AM, the broken line of thunderstorms will have moved into the Chesapeake Bay, but will likely still impact Baltimore City, parts of Howard, Anne Arundel and far northern Prince George's County through 6:30 AM. The line will most likely only scrape southern Anne Arundel and northern Calvert County before exiting into the Chesapeake Bay.

Accordingly, the threats for general thunderstorms are being raised to "VERY HIGH" for all but northern Calvert and southern Anne Arundel Counties until 6:30 AM. The threat for scattered lightning will be raised to "VERY HIGH" also, with the threat for occasional lightning remaining the same as for most of the service area. It will be raised to "VERY HIGH" for Carroll, Baltimore and Harford Counties, as well as Baltimore City based on the projected path of the general thunderstorms this morning.

As for wind gusts, it appears that the threat is higher closer to Cecil County and into the Philadelphia metro area, where gusts have been recorded as high as 54 mph. Across the BGE service area impacted by the storms, the threat will remain at "MEDIUM" and "LOW" for gusts of 30-35 mph respectively from north to south, but the threat for gusts of 36 to 45 mph appear to be diminishing based on trends and observations.

Rainfall will generally average 0.10 to 0.25 inch, though up to a one-half inch could fall very quickly in the strongest thunderstorms.

7:12 AM – Forecast Update

The general thunderstorms that affected along and north of a line from Howard County to Baltimore City have pushed off the Delmarva Peninsula and into the western Atlantic this morning. Therefore, the general thunderstorm threat has ended today. The rest of the forecast remains unchanged from the 4 AM forecast.

9:00 AM – BGE requested Weather Conference Call Conducted

General thunderstorm activity is possible this evening but is not expected to be severe. The larger threat for thunderstorms and high winds exists late Saturday afternoon, extending into the evening hours. Wind gusts could reach 45 mph in some locations. This storm threat is highest in the northern portions of the BGE service area.

Another concern is the heat wave which begins today and continues through the weekend. Temperatures will peak on Saturday and Sunday at 100 degrees but with high humidity, the heat index could reach 105 degrees. Further weather calls have been scheduled for Saturday and Sunday at 9:00 AM to further monitor the weather.

1:58 PM - Forecast Update

Sunny and very hot weather will continue for the rest of this afternoon, with temperatures near 100 degrees and heat index values of 103 to 105 degrees.

A complex of thunderstorms will move across Indiana and Ohio this afternoon and into West Virginia towards sunset. These storms should weaken as they cross the mountains this evening, and will mostly stay south and west of the BGE service area. However, there is some chance a little lightning might affect the southwest part of the BGE service area later this evening. So there is a LOW chance for general storms for later this evening across Howard, Montgomery, Prince George's and Anne Arundel counties.

6:07 PM - Forecast Update

Update on the general thunderstorm and scattered lightning threats for this evening. Radar trends across the eastern Ohio Valley show an intense line of thunderstorms charging southeast at speeds of up to 70 mph. The storms have a history of wind gusts in excess of 60 mph, frequent cloud-to-ground lightning but only producing about one-third to one-half inch of rain.

The worst of the storms will continue to trend southeast towards central West Virginia and central and southern Virginia this evening. The going forecast then remains on track and the timing is a bit more concise now based on their speed and distance from the service area. There is a 30 percent chance that the far northern fringe of the storm cluster would enter southern Howard County (south of Columbia), Prince George's County (including Bowie) and central and southern Anne Arundel County (including Annapolis) between 9:00 and 11:00 PM. The impacts would be scattered cloud-to-ground and cloud-to-cloud lightning and brief downpours producing less than one-half inch of rain. Wind gusts will likely remain below 30 mph. The storms would likely last 20 to 30 minutes before moving southeast across the Chesapeake Bay.

Therefore, the LOW threats for general thunderstorms and scattered lightning look good for the southern half of the Central Region and the Southeast Service Territory. Even if the storms stay just south of these regions, lightning will likely be seen in the southern sky.

9:30 PM - Forecast Update

As the intense line of thunderstorms in West Virginia continues to move eastward, a few additional thunderstorms have formed in far southern Pennsylvania and the Panhandle of West Virginia. A couple of these storms may affect the Central territory in the next couple of hours.

Several cells recently formed near Harper's Ferry, West Virginia, and are moving eastward at about 25 mph. If these cells hold together, they would enter the Central territory shortly after 10:00 PM. These cells would be capable of producing gusty winds and occasional lightning. Due to the threat of these storms, the following changes will be made to the threat levels for the Central territory between 10:00 PM and midnight.

- Thunderstorms: Upgrade to a HIGH threat for general thunderstorms.
- Lightning: Upgrade to HIGH threat for scattered lightning, and a LOW threat for occasional lightning.
- Wind Gusts: Upgrade to a HIGH threat for 30-35 mph gusts, and a MEDIUM threat for 36-45 mph gusts.

Remnants of the intense line of storms that rolled across the Ohio Valley earlier today have entered western Maryland and are moving to the east. If this line holds together, additional changes may be needed to the BGE threat levels in the next 1-2 hours. We will continue to monitor these storms and provide additional updates as needed.

10:26 PM - Forecast Update

Widespread severe thunderstorms are approaching the BGE service area raising threat levels in multiple categories due to the serious nature of these storms. The storms have a history of wind gusts of 60 to 70 mph, with the most recent strong winds across northern Virginia.

It appears that the storms will continue to move due east at 45 to 55 mph, with only those within five miles of the Mason-Dixon Line escaping their impacts. Storms will move into the Central region in the next 10 to 15 minutes, and should clear the territory between midnight and 12:30 AM.

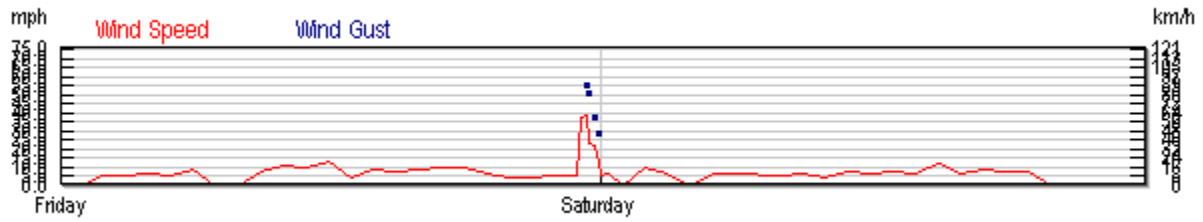
10:44 PM - Forecast Update

As the line of storms continues to move away from the Blue Ridge and into the extremely unstable environment across central Maryland, they have intensified further. We are increasing lightning, thunderstorms, and wind gusts to "VERY HIGH".

11:58 PM - Forecast Update

The storms that are moving through are starting to diminish. The strong thunderstorm activity has made it to the Chesapeake Bay in all regions except for the Northeast region. Here, light to occasionally moderate rainfall will continue for the next 45 minutes to 1 hour before coming to an end.

Attachment 2 - Wind Speeds



Wind

Wind Speed	6 mph (West)
Max Wind Speed	47 mph
Max Gust Speed	66 mph
Visibility	9 miles
Events	Rain , Thunderstorm

Attachment 3

Information Regarding Outside Assistance Received (Question 10) Overhead Crews

Requested Organization	Type Crew	Date / Time of Request	Date / Time Arrived at BGE	Date / Time Departure from BGE	#Bucket	# Line	# Digger Derrick	# Pick-up	# trailer	# Other	Total Vehicle s	Total Support	Total # of Crews	Total FTE
Ferguson Trenching-	OH	6/30/12 12:00 PM	6/30/12 12:00 PM	7/7/12 6:00 AM	1	0	0	0	0	0	1	0	1	2
Gagon-Canada	OH	7/5/12 3:00 PM	7/5/12 4:00 AM	7/8/12 11:00 PM	0	11	1	4	0	0	16	0	12	25
Georgia-Power-Ohio	OH	7/5/12 9:00 PM	7/5/12 9:30 PM	7/8/12 11:00 PM		36	16	42			94	44	22	156
Harlan	OH	7/1/12 2:00 PM	7/1/12 2:30 PM	7/8/12 7:00 AM		15	2	10	1		28	1	15	43
Henkles & McCoy	OH	7/5/12 8:00 PM	7/5/12 6:00 PM	7/8/12 4:00 PM	13	1	6	16	0	11	47	6	14	69
HYDRO-1	OH	7/2/12 6:00 PM	7/2/12 5:30 PM	7/8/12 7:00 PM	22	0	0	17	0	0	39	1	15	71
HYDRO-QUEBEC	OH	7/2/12 10:00 PM	7/3/12 1:30 AM	7/8/12 11:00 PM	30	0	0	10	0	2	42	3	30	72
LB. Abel	OH	7/1/12 12:00 PM	7/1/12 12:00 PM	7/8/12 7:00 AM		8	0	5			13	0	8	20
MISSISSIPPI POWER	OH	7/2/12 8:00 AM	7/2/12 8:30 AM	7/8/12 11:00 PM		14	0	23			37	8	5	53
MM Electric - Nashville	OH	7/2/12 12:00 PM	7/2/12 10:00 AM	7/8/12 11:00 PM	0	6	4	5	1	0	16	0	4	18
MM Electric - OK	OH	7/4/12 11:00 PM	7/4/2012 8:00	7/8/12 11:00 PM			0				0	0	2	4
National Grid Utility- Providence	OH	7/4/12 11:55 PM	7/5/12 12:05 AM	7/8/12 11:00 PM		8	0	1			9	0	1	19
National Grid- Worcester	OH	7/4/12 11:55 PM	7/5/12 12:45 AM	7/8/12 11:00 PM	7		0	1			8	0	2	16
Northeast Utilities-Conn Lt & Pw	OH	7/2/12 8:00 PM	7/2/12 1:00 PM	7/8/12 11:00 PM			0				0	1	6	17
Northeast Utilities-Mass Elec	OH	7/2/12 8:00 PM	7/2/12 7:00 PM	7/8/12 3:00 PM			0				0	0	3	7
Northeast Utilities-NSTAR	OH	7/2/12 7:00 PM	7/2/12 5:30 PM	7/8/12 5:00 PM	7	0	0	0	0	0	7	0	6	14
Northeast Utilities-PSNH	OH	7/2/12 8:00 PM	7/2/12 7:00 PM	7/8/12 3:00 PM			0				0	0	6	13
OHL - Detroit, Late Crew	OH	7/2/12 1:00 AM	7/2/12 2:00 AM	7/8/12 11:00 PM	7	1	2	3	1		14	0	3	7
OHL-DETROIT	OH	7/1/12 4:30 PM	7/1/12 5:00 PM	7/8/12 11:00 PM	0	7	3	4	0	0	14	0	5	16
PDA - one crew	OH	7/4/12 10:00 AM	7/4/12 11:30 AM	7/8/12 11:00 PM	2		1	1	1		5	0	1	9
PDA-VA	OH	7/4/12 11:00 PM	7/4/12 11:00 PM	7/8/12 11:00 PM	14		7	7	7		35	0	7	39
PECO - Philadelphia	OH	7/1/12 12:00 PM	7/1/12 1:30 PM	7/8/12 11:00 PM	0	38	0	13	0	5	56	2	25	45
PECO- CARR and DUFF	OH	6/30/12 2:30 PM	6/30/12 3:00 PM	7/8/12 11:00 PM	12	0	3	2	0	1	18	0	4	18
PECO- Miller Brothers	OH	6/30/12 3:00 PM	6/30/2012 15:00	7/8/12 11:00 PM	22	0	6	1	0	3	32	0	12	20
PECO- Miller Brothers PA	OH	7/3/12 9:00 PM	7/3/12 9:00 PM	7/8/12 11:00 PM	0	1	1	0	0	0	2	0	1	4
PECO- Miller Brothers/2nd bur	OH	7/1/12 10:00 AM	7/1/12 10:00 AM	7/8/12 11:00 PM	16	0	0				16	1	4	29
PECO- MJ Electric-CONNECTI	OH	6/30/12 9:30 PM	6/30/12 11:00 PM	7/8/12 11:00 PM	4		1	5			10	0	3	12
PECO MJ Electric-PITTSBURG	OH	6/30/12 10:00 PM	6/30/12 10:00 PM	7/8/12 11:00 PM	2		0	2			4	0	2	5
PECO-Philadelphia	OH	7/1/12 12:00 PM	7/1/12 1:00 PM	7/8/12 7:00 AM			0				0	0	3	23
Pike Electric - Energy United - N	OH	7/4/12 8:00 AM	7/4/12 8:30 AM	7/8/12 11:00 PM	5	0	4	5	0	0	14	0	5	21
PIKE GA Power Electric-GA	OH	7/1/12 7:00 PM	7/1/12 7:00 PM	7/8/12 11:00 PM	0	7	0	3	0	0	10	0	3	22
PIKE-FLA (LEE CO.)	OH	7/1/12 11:00 PM	7/1/12 11:00 PM	7/8/12 11:00 PM	10	0	5	4	0	0	19	0	5	22
Pike-PPL	OH	7/1/12 12:00 PM	7/1/12 11:00 AM	7/8/12 7:00 AM	4		4	4			12	0	4	17
PIKE-PROGRESS ENERGY	OH	7/1/12 9:00 PM	7/1/12 11:00 PM	7/8/12 7:00 AM	3		6	7	0	0	16	0	6	29
RIGGS-Cherry Hill	OH	7/5/12 10:00 AM	7/5/12 10:30 AM	7/8/12 11:00 PM		0	1	1	0	3	5	0	8	11
Sargent Electric	OH	7/1/12 2:00 PM	7/1/12 2:15 PM	7/8/12 11:00 PM	2	1	0	1	0	0	4	0	2	6
Southern Electric Company	OH	7/2/12 6:00 PM	7/2/12 6:00 PM	7/8/12 11:00 PM	0	3	1	2	1	0	7	0	1	7
SPARKS- Arab, AL	OH	7/1/12 7:00 PM	7/1/12 7:00 PM	7/8/12 11:00 PM	0	6	3	6	3	0	18	2	3	20
SPARKS- Farmington, MS	OH	7/1/12 3:00 PM	7/1/12 4:00 PM	7/8/12 11:00 PM	0	6	4	5	4	5	24	0	4	23
SPARKS- Jackson, MS	OH	7/1/12 7:00 PM	7/1/12 7:00 PM	7/8/12 11:00 PM	0	5	2	5	2	0	14	0	4	17
SPARKS- McComb, MS	OH	7/1/12 11:00 PM	7/1/12 11:00 PM	7/8/12 11:00 PM	0	11	4	11	4	6	36	1	5	34
SPARKS-Dallas TEXAS	OH	7/2/12 12:00 PM	7/2/12 12:00 PM	7/8/12 11:00 PM	0	4	2	2	2	2	12	0	2	15
SPARKS-Mobile Alabama	OH	7/1/12 5:00 PM	7/1/12 5:00 PM	7/8/12 11:00 PM	0	2	1	2	1	0	6	0	1	7
SPARKS-Oklahoma City	OH	7/2/12 11:15 AM	7/2/12 11:00 AM	7/8/12 11:00 PM	0	4	3	5	3	3	18	1	3	16
SPARKS-Sayre-OKLAHOMA	OH	7/1/12 11:00 PM	7/1/12 11:00 PM	7/8/12 11:00 PM	0	13	6	9	6	8	42	2	7	38
SPARKS-TENN	OH	7/1/12 9:00 AM	7/1/12 9:00 AM	7/8/12 11:00 PM	0	2	1	1	0	1	5	0	1	5
STATE ELECTRIC - MA	OH	7/1/12 7:00 PM	7/1/12 9:00 PM	7/8/12 11:00 PM	45	0	7	15	1	8	76	0	56	133
STATE ELECTRIC-Canada	OH	7/2/12 10:00 PM	7/2/12 10:00 PM	7/8/12 11:00 PM	13		1		1		15	0	14	32
Tampa Electric	OH	7/2/12 7:00 PM	7/2/12 9:00 PM	7/8/12 11:00 PM	0	14	1	3	0	1	19	8	6	51
Tampa Electric 2	OH	7/4/12 2:00 PM	7/4/12 5:30 AM	7/8/12 11:00 PM	14		0	5		1	20	2	4	28
Tampa Electric-Team Fishel	OH	7/1/12 6:00 PM	7/1/12 8:00 PM	7/8/12 11:00 PM	23		9	7		5	44	0	11	52
THIRAU	OH	7/1/12 2:00 AM	7/1/12 1:00 AM	7/10/12 8:00 AM	0	11	2	4	0	0	17	1	12	33
Thirau Inc - Second Group	OH	7/1/12 6:00 PM	7/1/12 7:00 PM	7/10/12 8:00 AM			1	3		12	16	2	12	25
Thirau inc Third Group	OH	7/4/12 8:00 PM	7/4/12 6:00 PM	7/10/12 8:00 AM		0	4	0	0	0	4	0	0	4
Utility Lines Construction Servic	OH	7/1/12 12:00 PM	7/1/12 8:00 PM	7/8/12 11:00 PM	13	0	5	8	0	1	27	0	5	29
Total					291	235	130	290	39	78	1063	86	406	1543

Attachment 3
Information Regarding Outside Assistance Received (Question 10)

Loop Crews

Requested Organization	Type Crew	Date / Time of Request	Date / Time Arrived at BGE	Date / Time Departure from BGE	# Bucket	# Line	# Digger Derrick	# Pick-up	# trailer	# Other	Total_Vehicles	Total Support	Total # of Crews	Total FTE
ALLIANCE POWER - LOOP	LOOP	7/5/12 1:00 PM	7/5/12 12:00 PM	7/8/12 7:00 AM	0	10	0	3	0	0	13	1	10	25
DELTA-UTILITY - LOOP	LOOP	7/2/12 11:00 AM	7/2/12 11:00 AM	7/8/12 7:00 AM			0				0	0	6	12
PDA - LOOP	LOOP	7/4/12 12:00 PM	7/4/2012 11:30	7/8/12 11:00 PM			0				0	0		13
Peco-Loop	LOOP	7/1/12 9:00 PM	7/1/12 9:00 PM	7/8/12 7:00 AM	4	0	0	22	0	0	26	0	20	42
ULCS - High Lines - LOOP - LA	LOOP	7/2/12 9:00 PM	7/2/12 11:30 PM	7/9/12 7:00 AM	0	5	0	9	0	0	14	0	6	10
ULCS - High Lines- LOOP - CT	LOOP	7/3/12 12:00 AM	7/3/12 1:30 AM	7/8/12 7:00 AM	0	7	0	0	0	0	7	0	6	16
ULCS-American Lighting Signa	LOOP	7/1/12 4:30 PM	7/1/12 4:30 PM	7/9/12 7:00 AM	5	0		1	0	0	6	0	5	11
ULCS-LOOP-Forest Park, GA	LOOP	7/1/12 10:00 PM	7/1/12 10:00 PM	7/9/12 7:00 AM	3		0	1			4	0	3	6
Total					12	22	0	36	0	0	70	1	56	135

Tree Crews

Requested Organization	Type Crew	Date / Time of Request	Date / Time Arrived at BGE	Date / Time Departure from BGE	# Bucket	# Line	# Digger Derrick	Pick-up	# trailer	# Other	Total_Vehicles	Total Support	Total # of Crews	Total FTE
Lewis Tree Service - CLP group	TREE	7/2/12 1:00 AM	7/2/12 4:00 AM	7/8/12 4:00 PM	33	25		0	7	0	65	0	25	62
Lewis Tree Third Group	TREE	7/2/12 11:00 PM	7/3/12 2:00 AM	7/8/12 4:00 PM		16		0	5		21	0	16	33
PECO-Asplundh-PA-Tree	TREE	7/5/12 9:00 AM	7/5/12 9:00 AM	7/8/12 2:00 PM	9			0	4	11	24	80	23	46
Total					42	41		0	16	11	110	80	64	141

Public Safety Crews

Requested Organization	Type Crew	Date / Time of Request	Date / Time Arrived at BGE	Date / Time Departure from BGE	# Bucket	# Line	# Digger Derrick	# Pick-up	# trailer	# Other	Total_Vehicles	Total Support	Total # of Crews	Total FTE
FLAGGER FORCE - PUBLIC S	PUBLIC SAFETY	7/2/12 11:00 AM	7/2/12 12:00 AM	7/7/12 6:00 PM				0			0	0	27	27
Osmose-Standby	PUBLIC SAFETY	7/2/12 6:00 AM	7/2/12 6:00 AM	7/7/12 6:00 PM				0			0	0	23	23
Total								0			0	0	50	50

Attachment 4
Information Regarding BGE Manpower (Question 11)

Number and Type of Vehicles (a)					Number and Type of Personnel (includes BGE Alliance Contractors)				
Single Buckets	Double Buckets	Derrick / Diggers	Misc. Vehicles	Total Vehicles	Total Personnel including Storm Support and Logistics (b)	Primary Overhead Line Personnel (c)	Secondary Overhead Line Personnel (d)	Damage Assessment Personnel (e)	Tree Trimming Personnel (f)
435	391	153	1,100	2,079	3,834	532	161	1,508	387

Attachment 5 - Information Regarding Customer Communications (Question 12)

Customer Relations Contact Center

Event:	June 29 Derecho
Dates	Friday June 29, 2012 - Sunday, July 8, 2012
Service Level(30 sec) - Overall:	91.6%
Service Level(60 sec) -Overall:	91.9%
Live Rep Svc Lvl 30sec - Overall:	56.7%
Live Rep Svc Lvl 60sec - Overall:	58.1%

Day	COF * Calls Presented	COF * Calls Answered	COF * Calls Abandoned	BGE Calls Presented	BGE Calls Answered	BGE Calls Abandoned	BGE IVR Calls Presented	BGE IVR Calls Processed	BGE IVR Calls Abandoned	Total Calls Presented	Total Calls Answered	Total Calls Abandoned	% Calls Abandoned	BGE Call Takers
June 29 Total	52,442	52,442	0	4,561	1,214	3,347	1,323	1,323	0	58,326	54,979	3,347	5.7%	34
June 30 Total	513,717	513,717	0	67,630	24,458	43,172	90	90	0	581,437	538,265	43,172	7.4%	105
July 1 Total	190,893	190,893	0	46,307	26,142	20,165	14	12	2	237,214	217,047	20,167	8.5%	138
July 2 Total	153,919	153,919	0	40,452	36,868	3,584	21	21	0	194,392	190,808	3,584	1.8%	212
July 3 Total	84,206	84,206	0	34,195	31,955	2,240	16	16	0	118,417	116,177	2,240	1.9%	222
July 4 Total	43,761	43,761	0	25,087	24,458	629	14	12	2	68,862	68,231	631	0.9%	233
July 5 Total	37,107	37,107	0	23,673	23,632	41	1,557	1,554	3	62,337	62,293	44	0.1%	229
July 6 Total	426	426	0	15,146	15,122	24	18,506	18,475	31	34,078	34,023	55	0.2%	219
July 7 Total	908	908	0	9,282	9,180	102	11,067	11,042	25	21,257	21,130	127	0.6%	84
July 8 Total	985	985	0	2,060	2,034	26	1,321	1,318	3	4,366	4,337	29	0.7%	81
TOTALS:	1,077,379	1,077,379	0	266,333	193,029	73,304	32,608	32,545	63	1,376,320	1,302,953	73,367	5.3%	

Service Level	ALL (Rep+Tech)		Representative Only	
Day	30s	60s	30s	60s
June 29 Total	92.8%	93.0%	8.5%	10.9%
June 30 Total	90.0%	90.3%	14.0%	16.9%
July 1 Total	85.8%	86.0%	27.5%	28.3%
July 2 Total	94.7%	94.9%	74.6%	75.7%
July 3 Total	94.2%	94.8%	80.1%	82.1%
July 4 Total	96.7%	96.9%	91.0%	91.5%
July 5 Total	99.6%	99.8%	99.1%	99.6%
July 6 Total	99.6%	99.7%	99.4%	99.6%
July 7 Total	97.3%	97.9%	94.1%	95.5%
July 8 Total	92.8%	98.1%	88.4%	88.6%
TOTALS:	91.6%	91.9%	56.7%	58.1%

Attachment 5 - Information Regarding Customer Communications (Question 12)

Customer Operations Contact Center

Event Day #1	Friday, June 29, 2012
Time:	6:30 PM - 11:59PM
Service Level(RM43) - Daily:	30 sec: 92.8% 60 sec: 93.0%
Service Level(RM43) - Storm-To-Date:	30 sec: 92.8% 60 sec: 93.0%
Service Level(Live Rep) - Daily:	30 sec: 8.5% 60 sec: 10.9
Service Level(Live Rep) - Storm-To-Date:	30 sec: 8.5% 60 sec: 10.9

Hour	COF * Calls Presented	COF * Calls Answered	COF * Calls Abandoned	BGE Calls Presented	BGE Calls Answered	BGE Calls Abandoned	BGE IVR Calls Presented	BGE IVR Calls Processed	BGE IVR Calls Abandoned	Total Calls Presented	Total Calls Answered	Total Calls Abandoned	% Calls Abandoned	BGE Call Takers
6:30 PM - 7:00 PM	0	0	0	200	170	30	111	111	0	311	281	30	10%	34
7:00 PM - 8:00 PM	0	0	0	317	313	4	226	226	0	543	539	4	1%	16
8:00 PM - 9:00 PM	0	0	0	260	160	100	305	305	0	565	465	100	18%	10
9:00 PM - 10:00 PM	35	35	0	259	182	77	215	215	0	509	432	77	15%	9
10:00 PM - 11:00 PM	2261	2261	0	600	191	409	360	360	0	3,221	2,812	409	13%	8
11:00 PM - 12:00 AM	50146	50146	0	2,925	198	2,727	106	106	0	53,177	50,450	2,727	5%	16
June 29 Total	52,442	52,442	0	4,561	1,214	3,347	1,323	1,323	0	58,326	54,979	3,347	5.7%	16

Report includes all Gas & Electric Emergency Calls.

*Call Overflow Data provided by vendor

Attachment 5 - Information Regarding Customer Communications (Question 12)

Customer Operations Contact Center

Event Day #	Saturday, June 30, 2012
Time:	12:00 AM - 11:59PM
Service Level(RM43) - Daily:	30 sec: 90.0% 60 sec: 90.3%
Service Level(RM43) - Storm-To-Date:	30 sec: 90.3% 60 sec: 90.6%
Service Level(Live Rep) - Daily:	30 sec: 14.0% 60 sec: 16.9%
Service Level(Live Rep) - Storm-To-Date:	30 sec: 13.7% 60 sec: 16.5%

Hour	COF * Calls Presented	COF * Calls Answered	COF * Calls Abandoned	BGE Calls Presented	BGE Calls Answered	BGE Calls Abandoned	BGE IVR Calls Presented	BGE IVR Calls Processed	BGE IVR Calls Abandoned	Total Calls Presented	Total Calls Answered	Total Calls Abandoned	% Calls Abandoned	BGE Call Takers
12:00AM - 1:00AM	34714	34,714	0	1950	327	1,623	11	11	0	36,675	35,052	1,623	4%	29
1:00 AM - 2:00 AM	16374	16374	0	2208	463	1,745	4	4	0	18,586	16,841	1,745	9%	34
2:00 AM - 3:00 AM	10333	10333	0	2214	557	1,657	1	1	0	12,548	10,891	1,657	13%	38
3:00 AM - 4:00 AM	8418	8418	0	2808	863	1945	0	0	0	11,226	9,281	1,945	17%	46
4:00 AM - 5:00 AM	8636	8636	0	2793	850	1943	0	0	0	11,429	9,486	1,943	17%	47
5:00 AM - 6:00 AM	17840	17840	0	3259	958	2301	0	0	0	21,099	18,798	2,301	11%	67
6:00 AM - 7:00 AM	37390	37390	0	2813	1189	1624	2	2	0	40,205	38,581	1,624	4%	75
7:00 AM - 8:00 AM	43425	43425	0	2874	1250	1624	0	0	0	46,299	44,675	1,624	4%	80
8:00 AM - 9:00 AM	41225	41225	0	2971	1286	1685	2	2	0	44,198	42,513	1,685	4%	89
9:00 AM - 10:00 AM	34171	34171	0	3071	1340	1731	24	24	0	37,266	35,535	1,731	5%	92
10:00 AM - 11:00 AM	30495	30495	0	2932	1390	1542	6	6	0	33,433	31,891	1,542	5%	105
11:00 AM - 12:00 PM	24912	24912	0	3705	1664	2041	0	0	0	28,617	26,576	2,041	7%	103
12:00 PM - 1:00 PM	22201	22201	0	3351	1476	1875	9	9	0	25,561	23,686	1,875	7%	100
1:00 PM - 2:00 PM	20517	20517	0	3777	1492	2285	19	19	0	24,313	22,028	2,285	9%	105
2:00 PM - 3:00 PM	19760	19760	0	3596	1471	2125	3	3	0	23,359	21,234	2,125	9%	104
3:00 PM - 4:00 PM	19052	19052	0	3468	1338	2130	1	1	0	22,521	20,391	2,130	9%	101
4:00 PM - 5:00 PM	19307	19307	0	3469	1409	2060	1	1	0	22,777	20,717	2,060	9%	96
5:00 PM - 6:00 PM	19429	19429	0	3098	1251	1847	1	1	0	22,528	20,681	1,847	8%	88
6:00 PM - 7:00 PM	18935	18935	0	2426	813	1613	4	4	0	21,365	19,752	1,613	8%	72
7:00 PM - 8:00 PM	18674	18674	0	2445	825	1620	0	0	0	21,119	19,499	1,620	8%	73
8:00 PM - 9:00 PM	17158	17158	0	2250	694	1556	0	0	0	19,408	17,852	1,556	8%	62
9:00 PM - 10:00 PM	13690	13690	0	2361	653	1708	1	1	0	16,052	14,344	1,708	11%	57
10:00 PM - 11:00 PM	10377	10377	0	2,125	497	1628	1	1	0	12,503	10,875	1,628	13%	46
11:00 PM - 12:00 AM	6684	6684	0	1,666	402	1,264	0	0	0	8,350	7,086	1,264	15%	41
June 30 Total	513,717	513,717	0	67,630	24,458	43,172	90	90	0	581,437	538,265	43,172	7.4%	73
June 29 Total	52,442	52,442	0	4,561	1214	3,347	1323	1,323	0	58,326	54979	3,347	5.7%	16
TOTALS:	566,159	566,159	0	72,191	25,672	46,519	1,413	1,413	0	639,763	593,244	46,519	7.3%	

Report includes all Gas & Electric Emergency Calls.

*Call Overflow Data provided by vendor

Attachment 5 - Information Regarding Customer Communications (Question 12)

Customer Operations Contact Center

Event Day #	Sunday, July 01, 2012
Time:	12:01 AM - 11:59 PM
Service Level(RM43) - Daily:	30 sec: 85.8% 60 sec: 86.0%
Service Level(RM43) - Storm-To-Date:	30 sec: 89.1% 60 sec: 89.3%
Service Level(Live Rep) - Daily:	30 sec: 27.5% 60 sec: 28.3%
Service Level(Live Rep) - Storm-To-Date:	30 sec: 19.1% 60 sec: 21.1%

Hour	COF * Calls Presented/ Answered	COF * Calls Answered	COF * Calls Abandoned	BGE Calls Presented	BGE Calls Answered	BGE Calls Abandoned	BGE IVR Calls Presented	BGE IVR Calls Processed	BGE IVR Calls Abandoned	Total Calls Presented	Total Calls Answered	Total Calls Abandoned	% Calls Abandoned	BGE Call Takers
12:00AM - 1:00AM	3976	3,976	0	1093	431	662	0	0	0	5,069	4,407	662	13%	38
1:00 AM - 2:00 AM	2834	2,834	0	716	477	239	0	0	0	3,550	3,311	239	7%	37
2:00 AM - 3:00 AM	1776	1,776	0	338	338	0	0	0	0	2,114	2,114	0	0%	39
3:00 AM - 4:00 AM	1418	1,418	0	280	280	0	0	0	0	1,698	1,698	0	0%	48
4:00 AM - 5:00 AM	1366	1,366	0	258	258	0	0	0	0	1,624	1,624	0	0%	51
5:00 AM - 6:00 AM	2840	2,840	0	503	503	0	0	0	0	3,343	3,343	0	0%	73
6:00 AM - 7:00 AM	6216	6,216	0	1229	1208	21	1	1	0	7,446	7,425	21	0%	90
7:00 AM - 8:00 AM	10648	10,648	0	2000	1393	607	0	0	0	12,648	12,041	607	5%	103
8:00 AM - 9:00 AM	12766	12,766	0	2801	1507	1294	0	0	0	15,567	14,273	1,294	8%	112
9:00 AM - 10:00 AM	13152	13,152	0	3229	1505	1724	1	1	0	16,382	14,658	1,724	11%	119
10:00 AM - 11:00 AM	12601	12,601	0	3327	1772	1555	4	4	0	15,932	14,377	1,555	10%	135
11:00 AM - 12:00 PM	11358	11,358	0	3066	1825	1241	1	0	1	14,425	13,183	1,242	9%	134
12:00 PM - 1:00 PM	9651	9,651	0	2652	1876	776	0	0	0	12,303	11,527	776	6%	138
1:00 PM - 2:00 PM	10193	10,193	0	2576	1777	799	0	0	0	12,769	11,970	799	6%	139
2:00 PM - 3:00 PM	9579	9,579	0	2402	1643	759	0	0	0	11,981	11,222	759	6%	130
3:00 PM - 4:00 PM	10266	10,266	0	2510	1609	901	1	1	0	12,777	11,876	901	7%	130
4:00 PM - 5:00 PM	10574	10,574	0	2523	1621	902	2	1	1	13,099	12,196	903	7%	127
5:00 PM - 6:00 PM	10451	10,451	0	2689	1538	1151	2	2	0	13,142	11,991	1,151	9%	100
6:00 PM - 7:00 PM	10172	10,172	0	2425	991	1434	1	1	0	12,598	11,164	1,434	11%	87
7:00 PM - 8:00 PM	10034	10,034	0	2482	940	1542	0	0	0	12,516	10,974	1,542	12%	81
8:00 PM - 9:00 PM	9800	9,800	0	2229	783	1446	0	0	0	12,029	10,583	1,446	12%	73
9:00 PM - 10:00 PM	9402	9,402	0	2162	720	1442	1	1	0	11,565	10,123	1,442	12%	61
10:00 PM - 11:00 PM	6273	6,273	0	1726	653	1073	0	0	0	7,999	6,926	1,073	13%	48
11:00 PM - 12:00 AM	3547	3,547	0	1091	494	597	0	0	0	4,638	4,041	597	13%	50
July 1 Total	190,893	190,893	0	46,307	26,142	20,165	14	12	2	237,214	217,047	20,167	8.5%	89
June 29 Total	52,442	52,442	0	4,561	1,214	3,347	1,323	1,323	0	58,326	54,979	3,347	5.7%	16
June 30 Total	513,717	513,717	0	67,630	24,458	43,172	90	90	0	581,437	538,265	43,172	7.4%	73
TOTALS:	757,052	757,052	0	118,498	51,814	66,684	1,427	1,425	2	876,977	810,291	66,686	7.6%	

Report includes all Gas & Electric Emergency Calls.

*Call Overflow Data provided by vendor

Attachment 5 - Information Regarding Customer Communications (Question 12)

Customer Relations Contact Center

Event Day #	Monday, July 02, 2012
Time:	12:01 AM - 11:59 PM
Service Level(RM43) - Daily:	30 sec: 94.7% 60 sec: 94.9%
Service Level(RM43) - Storm-To-Date:	30 sec: 90.1% 60 sec: 90.4%
Service Level(Live Rep) - Daily:	30 sec: 74.6% 60 sec: 75.7%
Service Level(Live Rep) - Storm-To-Date:	30 sec: 33.2% 60 sec: 35.0%

Hour	COF * Calls Presented	COF * Calls Answered	COF * Calls Abandoned	BGE Calls Presented	BGE Calls Answered	BGE Calls Abandoned	BGE IVR Calls Presented	BGE IVR Calls Processed	BGE IVR Calls Abandoned	Total Calls Presented	Total Calls Answered	Total Calls Abandoned	% Calls Abandoned	BGE Call Takers
12:00AM - 1:00AM	1,702	1,702	0	536	472	64	0	0	0	2,238	2,174	64	3%	51
1:00 AM - 2:00 AM	1,565	1,565	0	415	415	0	0	0	0	1,980	1,980	0	0%	50
2:00 AM - 3:00 AM	1,081	1,081	0	258	258	0	0	0	0	1,339	1,339	0	0%	49
3:00 AM - 4:00 AM	1,142	1,142	0	251	251	0	0	0	0	1,393	1,393	0	0%	47
4:00 AM - 5:00 AM	1,085	1,085	0	230	230	0	0	0	0	1,315	1,315	0	0%	64
5:00 AM - 6:00 AM	2,195	2,195	0	478	478	0	0	0	0	2,673	2,673	0	0%	81
6:00 AM - 7:00 AM	4,601	4,601	0	1,072	1,066	6	1	1	0	5,674	5,668	6	0%	102
7:00 AM - 8:00 AM	7,362	7,362	0	1,689	1,376	313	1	1	0	9,052	8,739	313	3%	139
8:00 AM - 9:00 AM	9,883	9,883	0	2,803	1,933	870	0	0	0	12,686	11,816	870	7%	182
9:00 AM - 10:00 AM	10,221	10,221	0	3,154	2,851	303	1	1	0	13,376	13,073	303	2%	192
10:00 AM - 11:00 AM	10,494	10,494	0	2,823	2,811	12	2	2	0	13,319	13,307	12	0%	206
11:00 AM - 12:00 PM	10,542	10,542	0	2,678	2,673	5	2	2	0	13,222	13,217	5	0%	203
12:00 PM - 1:00 PM	10,352	10,352	0	2,569	2,568	1	3	3	0	12,924	12,923	1	0%	196
1:00 PM - 2:00 PM	9,874	9,874	0	2,402	2,401	1	3	3	0	12,279	12,278	1	0%	201
2:00 PM - 3:00 PM	9,752	9,752	0	2,436	2,434	2	0	0	0	12,188	12,186	2	0%	207
3:00 PM - 4:00 PM	10,408	10,408	0	2,664	2,652	12	2	2	0	13,074	13,062	12	0%	212
4:00 PM - 5:00 PM	10,433	10,433	0	2,742	2,738	4	3	3	0	13,178	13,174	4	0%	183
5:00 PM - 6:00 PM	9,283	9,283	0	2,492	2,491	1	0	0	0	11,775	11,774	1	0%	165
6:00 PM - 7:00 PM	7,571	7,571	0	2,169	1,978	191	0	0	0	9,740	9,549	191	2%	144
7:00 PM - 8:00 PM	6,366	6,366	0	1,777	1,771	6	0	0	0	8,143	8,137	6	0%	101
8:00 PM - 9:00 PM	5,535	5,535	0	1,359	1,213	146	1	1	0	6,895	6,749	146	2%	64
9:00 PM - 10:00 PM	6,290	6,290	0	1,679	784	895	1	1	0	7,970	7,075	895	11%	65
10:00 PM - 11:00 PM	4,181	4,181	0	1,197	586	611	0	0	0	5,378	4,767	611	11%	47
11:00 PM - 12:00 AM	2,001	2,001	0	579	438	141	1	1	0	2,581	2,440	141	5%	53
July 2 Total	153,919	153,919	0	40,452	36,868	3,584	21	21	0	194,392	190,808	3,584	1.8%	125
June 29 Total	52,442	52,442	0	4,561	1,214	3,347	1,323	1,323	0	58,326	54,979	3,347	5.7%	16
June 30 Total	513,717	513,717	0	67,630	24,458	43,172	90	90	0	581,437	538,265	43,172	7.4%	73
July 1 Total	190,893	190,893	0	46,307	26,142	20,165	14	12	2	237,214	217,047	20,167	8.5%	89
TOTALS:	910,971	910,971	0	158,950	88,682	70,268	1,448	1,446	2	1,071,369	1,001,099	70,270	6.6%	

Report includes all Gas & Electric Emergency Calls.

*Call Overflow Data provided by vendor

Attachment 5 -Information Regarding Customer Communications (Question 12)

Customer Relations Contact Center

Event Day #	Tuesday, July 03, 2012	
Time:	12:01 AM - 11:59 PM	
Service Level(RM43) - Daily:	30 sec: 94.2%	60 sec: 94.8%
Service Level(RM43) - Storm-To-Date:	30 sec: 90.5%	60 sec: 90.8%
Service Level(Live Rep) - Daily:	30 sec: 80.1%	60 sec: 82.1%
Service Level(Live Rep) - Storm-To-Date:	30 sec: 41.5%	60 sec: 43.3%

Hour	COF * Calls Presented	COF * Calls Answered	COF * Calls Abandoned	BGE Calls Presented	BGE Calls Answered	BGE Calls Abandoned	BGE IVR Calls Presented	BGE IVR Calls Processed	BGE IVR Calls Abandoned	Total Calls Presented	Total Calls Answered	Total Calls Abandoned	% Calls Abandoned	BGE Call Takers
12:00AM - 1:00AM	950	950	0	234	234	0	0	0	0	1,184	1,184	0	0%	55
1:00 AM - 2:00 AM	517	517	0	152	152	0	0	0	0	669	669	0	0%	50
2:00 AM - 3:00 AM	400	400	0	94	94	0	0	0	0	494	494	0	0%	49
3:00 AM - 4:00 AM	406	406	0	85	85	0	1	1	0	492	492	0	0%	46
4:00 AM - 5:00 AM	541	541	0	98	98	0	0	0	0	639	639	0	0%	66
5:00 AM - 6:00 AM	1,502	1,502	0	266	266	0	0	0	0	1,768	1,768	0	0%	85
6:00 AM - 7:00 AM	3,505	3,505	0	679	679	0	2	2	0	4,186	4,186	0	0%	107
7:00 AM - 8:00 AM	5,104	5,104	0	1,268	1,249	19	0	0	0	6,372	6,353	19	0%	148
8:00 AM - 9:00 AM	6,724	6,724	0	1,876	1,862	14	2	2	0	8,602	8,588	14	0%	190
9:00 AM - 10:00 AM	6,645	6,645	0	1,961	1,959	2	3	3	0	8,609	8,607	2	0%	201
10:00 AM - 11:00 AM	6,275	6,275	0	1,847	1,846	1	0	0	0	8,122	8,121	1	0%	213
11:00 AM - 12:00 PM	5,565	5,565	0	2,030	2,029	1	0	0	0	7,595	7,594	1	0%	225
12:00 PM - 1:00 PM	5,068	5,068	0	2,338	2,337	1	0	0	0	7,406	7,405	1	0%	221
1:00 PM - 2:00 PM	4,831	4,831	0	2,346	2,343	3	4	4	0	7,181	7,178	3	0%	221
2:00 PM - 3:00 PM	4,970	4,970	0	2,369	2,367	2	1	1	0	7,340	7,338	2	0%	220
3:00 PM - 4:00 PM	5,340	5,340	0	2,655	2,650	5	2	2	0	7,997	7,992	5	0%	222
4:00 PM - 5:00 PM	5,399	5,399	0	2,850	2,820	30	1	1	0	8,250	8,220	30	0%	202
5:00 PM - 6:00 PM	4,598	4,598	0	2,549	2,459	90	0	0	0	7,147	7,057	90	1%	180
6:00 PM - 7:00 PM	4,540	4,540	0	2,404	1,988	416	0	0	0	6,944	6,528	416	6%	166
7:00 PM - 8:00 PM	3,109	3,109	0	1,801	1,770	31	0	0	0	4,910	4,879	31	1%	107
8:00 PM - 9:00 PM	2,894	2,894	0	1,302	1,099	203	0	0	0	4,196	3,993	203	5%	69
9:00 PM - 10:00 PM	2,401	2,401	0	1,285	635	650	0	0	0	3,686	3,036	650	18%	63
10:00 PM - 11:00 PM	1,855	1,855	0	1,060	556	504	0	0	0	2,915	2,411	504	17%	49
11:00 PM - 12:00 AM	1,067	1,067	0	646	378	268	0	0	0	1,713	1,445	268	16%	53
July 3 Total	84,206	84,206	0	34,195	31,955	2,240	16	16	0	118,417	116,177	2,240	1.9%	134
June 29 Total	52,442	52,442	0	4,561	1,214	3,347	1,323	1,323	0	58,326	54,979	3,347	5.7%	16
June 30 Total	513,717	513,717	0	67,630	24,458	43,172	90	90	0	581,437	538,265	43,172	7.4%	73
July 1 Total	190,893	190,893	0	46,307	26,142	20,165	14	12	2	237,214	217,047	20,167	8.5%	89
July 2 Total	190,893	190,893	0	46,307	26,142	20,165	14	12	2	237,214	217,047	20,167	8.5%	89
TOTALS:	1,032,151	1,032,151	0	199,000	109,911	89,089	1,457	1,453	4	1,232,608	1,143,515	89,093	7.2%	

Report includes all Gas & Electric Emergency Calls.

*Call Overflow Data provided by vendor

Attachment 5 - Information Regarding Customer Communications (Question 12)

Customer Relations Contact Center

Event Day #	Wednesday, July 04, 2012
Time:	12:01 AM - 11:59 PM
Service Level(RM43) - Daily:	30 sec: 96.7% 60 sec: 96.9%
Service Level(RM43) - Storm-To-Date:	30 sec: 90.8% 60 sec: 91.1%
Service Level(Live Rep) - Daily:	30 sec: 91.0% 60 sec: 91.5%
Service Level(Live Rep) - Storm-To-Date:	30 sec: 47.2% 60 sec: 48.9%

Hour	COF * Calls Presented	COF * Calls Answered	COF * Calls Abandoned	BGE Calls Presented	BGE Calls Answered	BGE Calls Abandoned	BGE IVR Calls Presented	BGE IVR Calls Processed	BGE IVR Calls Abandoned	Total Calls Presented	Total Calls Answered	Total Calls Abandoned	% Calls Abandoned	BGE Call Takers
12:00AM - 1:00AM	579	579	0	335	324	11	1	1	0	915	904	11	1%	54
1:00 AM - 2:00 AM	356	356	0	146	146	0	0	0	0	502	502	0	0%	51
2:00 AM - 3:00 AM	241	241	0	104	104	0	1	1	0	346	346	0	0%	49
3:00 AM - 4:00 AM	212	212	0	93	93	0	0	0	0	305	305	0	0%	46
4:00 AM - 5:00 AM	220	220	0	97	97	0	0	0	0	317	317	0	0%	64
5:00 AM - 6:00 AM	505	505	0	190	190	0	0	0	0	695	695	0	0%	85
6:00 AM - 7:00 AM	1,144	1,144	0	512	512	0	0	0	0	1,656	1,656	0	0%	113
7:00 AM - 8:00 AM	1,915	1,915	0	1,012	1,011	1	1	1	0	2,928	2,927	1	0%	157
8:00 AM - 9:00 AM	2,923	2,923	0	1,686	1,684	2	3	3	0	4,612	4,610	2	0%	203
9:00 AM - 10:00 AM	3,239	3,239	0	1,907	1,906	1	1	1	0	5,147	5,146	1	0%	209
10:00 AM - 11:00 AM	2,947	2,947	0	1,759	1,759	0	0	0	0	4,706	4,706	0	0%	225
11:00 AM - 12:00 PM	2,809	2,809	0	1,709	1,709	0	0	0	0	4,518	4,518	0	0%	233
12:00 PM - 1:00 PM	2,823	2,823	0	1,659	1,659	0	0	0	0	4,482	4,482	0	0%	225
1:00 PM - 2:00 PM	2,260	2,260	0	1,318	1,318	0	1	1	0	3,579	3,579	0	0%	225
2:00 PM - 3:00 PM	2,169	2,169	0	1,326	1,326	0	1	1	0	3,496	3,496	0	0%	226
3:00 PM - 4:00 PM	2,341	2,341	0	1,379	1,378	1	1	1	0	3,721	3,720	1	0%	226
4:00 PM - 5:00 PM	3,214	3,214	0	2,025	2,024	1	0	0	0	5,239	5,238	1	0%	206
5:00 PM - 6:00 PM	2,567	2,567	0	1,464	1,464	0	0	0	0	4,031	4,031	0	0%	179
6:00 PM - 7:00 PM	2,757	2,757	0	1,487	1,483	4	0	0	0	4,244	4,240	4	0%	155
7:00 PM - 8:00 PM	2,052	2,052	0	1,232	1,231	1	0	0	0	3,284	3,283	1	0%	111
8:00 PM - 9:00 PM	2,063	2,063	0	1,108	1,059	49	3	2	1	3,174	3,124	50	2%	80
9:00 PM - 10:00 PM	1,873	1,873	0	1,129	849	280	0	0	0	3,002	2,722	280	9%	72
10:00 PM - 11:00 PM	1,633	1,633	0	901	693	208	0	0	0	2,534	2,326	208	8%	52
11:00 PM - 12:00 AM	919	919	0	509	439	70	1	0	1	1,429	1,358	71	5%	60
July 4 Total	43,761	43,761	0	25,087	24,458	629	14	12	2	68,862	68,231	631	0.9%	138
June 29 Total	52,442	52,442	0	4,561	1,214	3,347	1,323	1,323	0	58,326	54,979	3,347	5.7%	16
June 30 Total	513,717	513,717	0	67,630	24,458	43,172	90	90	0	581,437	538,265	43,172	7.4%	73
July 1 Total	190,893	190,893	0	46,307	26,142	20,165	14	12	2	237,214	217,047	20,167	8.5%	89
July 2 Total	190,893	190,893	0	46,307	26,142	20,165	14	12	2	237,214	217,047	20,167	8.5%	89
July 3 Total	84,206	84,206	0	34,195	31,955	2,240	16	16	0	118,417	116,177	2,240	1.9%	134
TOTALS:	1,075,912	1,075,912	0	224,087	134,369	89,718	1,471	1,465	6	1,301,470	1,211,746	89,724	6.9%	

Report includes all Gas & Electric Emergency Calls.

*Call Overflow Data provided by vendor

Attachment 5 - Information Regarding Customer Communications (Question 12)

Customer Relations Contact Center

Event Day #	Thursday, July 05, 2012
Time:	12:01 AM - 11:59 PM
Service Level(RM43) - Daily:	30 sec: 99.6% 60 sec: 99.8%
Service Level(RM43) - Storm-To-Date:	30 sec: 91.3% 60 sec: 91.5%
Service Level(Live Rep) - Daily:	30 sec: 99.1% 60 sec: 99.6%
Service Level(Live Rep) - Storm-To-Date:	30 sec: 52.3% 60 sec: 53.8%

Hour	COF * Calls Presented	COF * Calls Answered	COF * Calls Abandoned	BGE Calls Presented	BGE Calls Answered	BGE Calls Abandoned	BGE IVR Calls Presented	BGE IVR Calls Processed	BGE IVR Calls Abandoned	Total Calls Presented	Total Calls Answered	Total Calls Abandoned	% Calls Abandoned	BGE Call Takers
12:00AM - 1:00AM	393	393	0	201	201	0	0	0	0	594	594	0	0%	57
1:00 AM - 2:00 AM	200	200	0	108	108	0	0	0	0	308	308	0	0%	53
2:00 AM - 3:00 AM	158	158	0	53	53	0	0	0	0	211	211	0	0%	50
3:00 AM - 4:00 AM	120	120	0	52	52	0	0	0	0	172	172	0	0%	51
4:00 AM - 5:00 AM	165	165	0	79	79	0	0	0	0	244	244	0	0%	63
5:00 AM - 6:00 AM	503	503	0	196	196	0	0	0	0	699	699	0	0%	89
6:00 AM - 7:00 AM	1,141	1,141	0	611	611	0	0	0	0	1,752	1,752	0	0%	111
7:00 AM - 8:00 AM	1,780	1,780	0	1,145	1,139	6	0	0	0	2,925	2,919	6	0%	147
8:00 AM - 9:00 AM	2,812	2,812	0	1,713	1,711	2	0	0	0	4,525	4,523	2	0%	193
9:00 AM - 10:00 AM	2,986	2,986	0	1,790	1,788	2	2	2	0	4,778	4,776	2	0%	202
10:00 AM - 11:00 AM	2,757	2,757	0	1,684	1,684	0	0	0	0	4,441	4,441	0	0%	213
11:00 AM - 12:00 PM	2,518	2,518	0	1,588	1,587	1	0	0	0	4,106	4,105	1	0%	219
12:00 PM - 1:00 PM	2,480	2,480	0	1,493	1,493	0	0	0	0	3,973	3,973	0	0%	215
1:00 PM - 2:00 PM	2,435	2,435	0	1,457	1,456	1	1	1	0	3,893	3,892	1	0%	221
2:00 PM - 3:00 PM	2,442	2,442	0	1,549	1,549	0	2	2	0	3,993	3,993	0	0%	226
3:00 PM - 4:00 PM	2,494	2,494	0	1,545	1,544	1	1	1	0	4,040	4,039	1	0%	229
4:00 PM - 5:00 PM	2,321	2,321	0	1,517	1,516	1	2	2	0	3,840	3,839	1	0%	206
5:00 PM - 6:00 PM	2,429	2,429	0	1,586	1,585	1	1	1	0	4,016	4,015	1	0%	183
6:00 PM - 7:00 PM	2,098	2,098	0	1,385	1,384	1	0	0	0	3,483	3,482	1	0%	157
7:00 PM - 8:00 PM	2,151	2,151	0	1,325	1,325	0	1	1	0	3,477	3,477	0	0%	124
8:00 PM - 9:00 PM	1,476	1,476	0	1,059	1,058	1	0	0	0	2,535	2,534	1	0%	82
9:00 PM - 10:00 PM	1,177	1,177	0	714	709	5	0	0	0	1,891	1,886	5	0%	76
10:00 PM - 11:00 PM	71	71	0	490	490	0	825	823	2	1,386	1,384	2	0%	51
11:00 PM - 12:00 AM	0	0	0	333	314	19	722	721	1	1,055	1,035	20	2%	59
July 5 Total	37,107	37,107	0	23,673	23,632	41	1,557	1,554	3	62,337	62,293	44	0.1%	137
June 29 Total	52,442	52,442	0	4,561	1,214	3,347	1,323	1,323	0	58,326	54,979	3,347	5.7%	16
June 30 Total	513,717	513,717	0	67,630	24,458	43,172	90	90	0	581,437	538,265	43,172	7.4%	73
July 1 Total	190,893	190,893	0	46,307	26,142	20,165	14	12	2	237,214	217,047	20,167	8.5%	89
July 2 Total	190,893	190,893	0	46,307	26,142	20,165	14	12	2	237,214	217,047	20,167	8.5%	89
July 3 Total	84,206	84,206	0	34,195	31,955	2,240	16	16	0	118,417	116,177	2,240	1.9%	134
July 4 Total	43,761	43,761	0	25,087	24,458	629	14	12	2	68,862	68,231	631	0.9%	138
TOTALS:	1,113,019	1,113,019	0	247,760	158,001	89,759	3,028	3,019	9	1,363,807	1,274,039	89,768	6.6%	

Report includes all Gas & Electric Emergency Calls.

*Call Overflow Data provided by vendor

Attachment 5 - Information Regarding Customer Communications (Question 12)

Customer Relations Contact Center

Event Day #	Friday, July 06, 2012
Time:	12:01 AM - 11:59 PM
Service Level(RM43) - Daily:	30 sec: 99.6% 60 sec: 99.7%
Service Level(RM43) - Storm-To-Date:	30 sec: 91.5% 60 sec: 91.8%
Service Level(Live Rep) - Daily:	30 sec: 99.4% 60 sec: 99.6%
Service Level(Live Rep) - Storm-To-Date:	30 sec: 55.0% 60 sec: 56.5%

Hour	COF * Calls Presented	COF * Calls Answered	COF * Calls Abandoned	BGE Calls Presented	BGE Calls Answered	BGE Calls Abandoned	BGE IVR Calls Presented	BGE IVR Calls Processed	BGE IVR Calls Abandoned	Total Calls Presented	Total Calls Answered	Total Calls Abandoned	% Calls Abandoned	BGE Call Takers
12:00AM - 1:00AM	0	0	0	121	121	0	259	259	0	380	380	0	0%	58
1:00 AM - 2:00 AM	0	0	0	54	54	0	139	139	0	193	193	0	0%	51
2:00 AM - 3:00 AM	0	0	0	50	50	0	89	89	0	139	139	0	0%	48
3:00 AM - 4:00 AM	0	0	0	64	64	0	169	169	0	233	233	0	0%	50
4:00 AM - 5:00 AM	0	0	0	45	45	0	123	123	0	168	168	0	0%	63
5:00 AM - 6:00 AM	0	0	0	138	138	0	284	283	1	422	421	1	0%	90
6:00 AM - 7:00 AM	0	0	0	373	372	1	700	700	0	1,073	1,072	1	0%	102
7:00 AM - 8:00 AM	0	0	0	727	727	0	1,147	1,146	1	1,874	1,873	1	0%	143
8:00 AM - 9:00 AM	0	0	0	1,062	1,061	1	1,300	1,297	3	2,362	2,358	4	0%	202
9:00 AM - 10:00 AM	0	0	0	1,281	1,279	2	1,456	1,453	3	2,737	2,732	5	0%	204
10:00 AM - 11:00 AM	0	0	0	1,245	1,245	0	1,209	1,207	2	2,454	2,452	2	0%	216
11:00 AM - 12:00 PM	0	0	0	1,229	1,227	2	1,406	1,404	2	2,635	2,631	4	0%	215
12:00 PM - 1:00 PM	0	0	0	1,187	1,187	0	1,323	1,319	4	2,510	2,506	4	0%	211
1:00 PM - 2:00 PM	0	0	0	1,131	1,131	0	1,296	1,294	2	2,427	2,425	2	0%	212
2:00 PM - 3:00 PM	0	0	0	1,001	1,001	0	1,108	1,104	4	2,109	2,105	4	0%	219
3:00 PM - 4:00 PM	0	0	0	1,047	1,047	0	1,123	1,121	2	2,170	2,168	2	0%	216
4:00 PM - 5:00 PM	0	0	0	944	944	0	1,034	1,032	2	1,978	1,976	2	0%	192
5:00 PM - 6:00 PM	0	0	0	789	789	0	889	886	3	1,678	1,675	3	0%	170
6:00 PM - 7:00 PM	0	0	0	627	625	2	782	781	1	1,409	1,406	3	0%	146
7:00 PM - 8:00 PM	0	0	0	526	526	0	705	705	0	1,231	1,231	0	0%	112
8:00 PM - 9:00 PM	0	0	0	378	376	2	519	519	0	897	895	2	0%	70
9:00 PM - 10:00 PM	0	0	0	389	389	0	553	553	0	942	942	0	0%	57
10:00 PM - 11:00 PM	0	0	0	246	246	0	381	381	0	627	627	0	0%	50
11:00 PM - 12:00 AM	426	426	0	492	478	14	512	511	1	1,430	1,415	15	1%	38
July 6 Total	426	426	0	15,146	15,122	24	18,506	18,475	31	34,078	34,023	55	0.2%	131
June 29 Total	52,442	52,442	0	4,561	1,214	3,347	1,323	1,323	0	58,326	54,979	3,347	5.7%	16
June 30 Total	513,717	513,717	0	67,630	24,458	43,172	90	90	0	581,437	538,265	43,172	7.4%	73
July 1 Total	190,893	190,893	0	46,307	26,142	20,165	14	12	2	237,214	217,047	20,167	8.5%	89
July 2 Total	190,893	190,893	0	46,307	26,142	20,165	14	12	2	237,214	217,047	20,167	8.5%	89
July 3 Total	84,206	84,206	0	34,195	31,955	2,240	16	16	0	118,417	116,177	2,240	1.9%	134
July 4 Total	43,761	43,761	0	25,087	24,458	629	14	12	2	68,862	68,231	631	0.9%	138
July 5 Total	37,107	37,107	0	23,673	23,632	41	1,557	1,554	3	62,337	62,293	44	0.1%	137
TOTALS:	1,113,445	1,113,445	0	262,906	173,123	89,783	21,534	21,494	40	1,397,885	1,308,062	89,823	6.4%	

Report includes all Gas & Electric Emergency Calls.

*Call Overflow Data provided by vendor

Attachment 5 - Information Regarding Customer Communications (Question 12)

Customer Relations Contact Center

Event Day #	Saturday, July 07, 2012
Time:	12:01 AM - 11:59 PM
Service Level(RM43) - Daily:	30 sec: 97.3% 60 sec: 97.9%
Service Level(RM43) - Storm-To-Date:	30 sec: 91.6% 60 sec: 91.8%
Service Level(Live Rep) - Daily:	30 sec: 94.1% 60 sec: 95.5%
Service Level(Live Rep) - Storm-To-Date:	30 sec: 56.4% 60 sec: 57.9%

Hour	COF * Calls Presented	COF * Calls Answered	COF * Calls Abandoned	BGE Calls Presented	BGE Calls Answered	BGE Calls Abandoned	BGE IVR Calls Presented	BGE IVR Calls Processed	BGE IVR Calls Abandoned	Total Calls Presented	Total Calls Answered	Total Calls Abandoned	% Calls Abandoned	BGE Call Takers
12:00AM - 1:00AM	134	134	0	146	146	0	127	127	0	407	407	0	0%	38
1:00 AM - 2:00 AM	39	39	0	48	48	0	23	23	0	110	110	0	0%	35
2:00 AM - 3:00 AM	33	33	0	39	39	0	27	27	0	99	99	0	0%	27
3:00 AM - 4:00 AM	38	38	0	44	44	0	23	23	0	105	105	0	0%	27
4:00 AM - 5:00 AM	300	300	0	345	323	22	121	121	0	766	744	22	3%	20
5:00 AM - 6:00 AM	98	98	0	148	148	0	97	97	0	343	343	0	0%	21
6:00 AM - 7:00 AM	122	122	0	210	210	0	128	128	0	460	460	0	0%	24
7:00 AM - 8:00 AM	74	74	0	225	225	0	146	146	0	445	445	0	0%	58
8:00 AM - 9:00 AM	0	0	0	345	345	0	443	442	1	788	787	1	0%	80
9:00 AM - 10:00 AM	0	0	0	423	423	0	428	426	2	851	849	2	0%	71
10:00 AM - 11:00 AM	0	0	0	467	467	0	607	607	0	1,074	1,074	0	0%	76
11:00 AM - 12:00 PM	0	0	0	802	777	25	1,036	1,035	1	1,838	1,812	26	1%	68
12:00 PM - 1:00 PM	0	0	0	562	562	0	756	754	2	1,318	1,316	2	0%	74
1:00 PM - 2:00 PM	0	0	0	520	520	0	704	700	4	1,224	1,220	4	0%	75
2:00 PM - 3:00 PM	0	0	0	531	531	0	829	826	3	1,360	1,357	3	0%	75
3:00 PM - 4:00 PM	0	0	0	335	334	1	387	386	1	722	720	2	0%	76
4:00 PM - 5:00 PM	0	0	0	592	592	0	976	975	1	1,568	1,567	1	0%	84
5:00 PM - 6:00 PM	0	0	0	774	774	0	1,429	1,426	3	2,203	2,200	3	0%	83
6:00 PM - 7:00 PM	0	0	0	435	435	0	709	707	2	1,144	1,142	2	0%	82
7:00 PM - 8:00 PM	0	0	0	440	439	1	643	641	2	1,083	1,080	3	0%	45
8:00 PM - 9:00 PM	0	0	0	413	409	4	657	657	0	1,070	1,066	4	0%	37
9:00 PM - 10:00 PM	0	0	0	462	460	2	754	751	3	1,216	1,211	5	0%	37
10:00 PM - 11:00 PM	0	0	0	431	431	0	17	17	0	448	448	0	0%	34
11:00 PM - 12:00 AM	70	70	0	545	498	47	0	0	0	615	568	47	8%	34
July 7 Total	908	908	0	9,282	9,180	102	11,067	11,042	25	21,257	21,130	127	0.6%	53
June 29 Total	52,442	52,442	0	4,561	1,214	3,347	1,323	1,323	0	58,326	54,979	3,347	5.7%	16
June 30 Total	513,717	513,717	0	67,630	24,458	43,172	90	90	0	581,437	538,265	43,172	7.4%	73
July 1 Total	190,893	190,893	0	46,307	26,142	20,165	14	12	2	237,214	217,047	20,167	8.5%	89
July 2 Total	190,893	190,893	0	46,307	26,142	20,165	14	12	2	237,214	217,047	20,167	8.5%	89
July 3 Total	84,206	84,206	0	34,195	31,955	2,240	16	16	0	118,417	116,177	2,240	1.9%	134
July 4 Total	43,761	43,761	0	25,087	24,458	629	14	12	2	68,862	68,231	631	0.9%	138
July 5 Total	37,107	37,107	0	23,673	23,632	41	1,557	1,554	3	62,337	62,293	44	0.1%	137
July 6 Total	426	426	0	15,146	15,122	24	18,506	18,475	31	34,078	34,023	55	0.2%	131
TOTALS:	1,114,353	1,114,353	0	272,188	182,303	89,885	32,601	32,536	65	1,419,142	1,329,192	89,950	6.3%	

Report includes all Gas & Electric Emergency Calls.

*Call Overflow Data provided by vendor

Attachment 5 - Information Regarding Customer Communications (Question 12)

Customer Relations Contact Center

Event Day #	Sunday, July 08, 2012
Time:	12:01 AM - 2:00 PM
Service Level(RM43) - Daily:	30 sec: 94.5% 60 sec: 98.1%
Service Level(RM43) - Storm-To-Date:	30 sec: 91.6% 60 sec: 91.9%
Service Level(Live Rep) - Daily:	30 sec: 88.4% 60 sec: 88.6%
Service Level(Live Rep) - Storm-To-Date:	30 sec: 56.7% 60 sec: 58.1%

Hour	COF * Calls Presented	COF * Calls Answered	COF * Calls Abandoned	BGE Calls Presented	BGE Calls Answered	BGE Calls Abandoned	BGE IVR Calls Presented	BGE IVR Calls Processed	BGE IVR Calls Abandoned	Total Calls Presented	Total Calls Answered	Total Calls Abandoned	% Calls Abandoned	BGE Call Takers
12:00AM - 1:00AM	366	366	0	489	464	25	0	0	0	855	830	25	3%	22
1:00 AM - 2:00 AM	140	140	0	85	85	0	0	0	0	225	225	0	0%	22
2:00 AM - 3:00 AM	58	58	0	60	60	0	0	0	0	118	118	0	0%	22
3:00 AM - 4:00 AM	51	51	0	36	36	0	0	0	0	87	87	0	0%	21
4:00 AM - 5:00 AM	38	38	0	31	31	0	0	0	0	69	69	0	0%	20
5:00 AM - 6:00 AM	58	58	0	39	39	0	0	0	0	97	97	0	0%	32
6:00 AM - 7:00 AM	115	115	0	88	88	0	0	0	0	203	203	0	0%	74
7:00 AM - 8:00 AM	102	102	0	110	110	0	25	25	0	237	237	0	0%	80
8:00 AM - 9:00 AM	57	57	0	137	137	0	92	92	0	286	286	0	0%	81
9:00 AM - 10:00 AM	0	0	0	163	163	0	185	184	1	348	347	1	0%	78
10:00 AM - 11:00 AM	0	0	0	163	163	0	186	186	0	349	349	0	0%	70
11:00 AM - 12:00 PM	0	0	0	214	214	0	290	290	0	504	504	0	0%	65
12:00 PM - 1:00 PM	0	0	0	231	230	1	293	293	0	524	523	1	0%	66
1:00 PM - 2:00 PM	0	0	0	214	214	0	250	248	2	464	462	2	0%	64
July 8 Total	985	985	0	2,060	2,034	26	1,321	1,318	3	4,366	4,337	29	0.7%	51
June 29 Total	52,442	52,442	0	4,561	1,214	3,347	1,323	1,323	0	58,326	54,979	3,347	5.7%	16
June 30 Total	513,717	513,717	0	67,630	24,458	43,172	90	90	0	581,437	538,265	43,172	7.4%	73
July 1 Total	190,893	190,893	0	46,307	26,142	20,165	14	12	2	237,214	217,047	20,167	8.5%	89
July 2 Total	190,893	190,893	0	46,307	26,142	20,165	14	12	2	237,214	217,047	20,167	8.5%	89
July 3 Total	84,206	84,206	0	34,195	31,955	2,240	16	16	0	118,417	116,177	2,240	1.9%	134
July 4 Total	43,761	43,761	0	25,087	24,458	629	14	12	2	68,862	68,231	631	0.9%	138
July 5 Total	37,107	37,107	0	23,673	23,632	41	1,557	1,554	3	62,337	62,293	44	0.1%	137
July 6 Total	426	426	0	15,146	15,122	24	18,506	18,475	31	34,078	34,023	55	0.2%	131
July 7 Total	908	908	0	9,282	9,180	102	11,067	11,042	25	21,257	21,130	127	0.6%	53
TOTALS:	1,115,338	1,115,338	0	274,248	184,337	89,911	33,922	33,854	68	1,423,508	1,333,529	89,979	6.3%	

Report includes all Gas & Electric Emergency Calls.

*Call Overflow Data provided by vendor

Attachment 6
Logistic Statistics

Category	Units
Lodging	1,200 rooms/day
Hotels	31
Meals	7,800/day
Caterers	2
Trailers	6
Generators	7
Ice	22 pallets/day
Water	22 pallets/day
Buses	24 buses/day
Rentals	
Cars	261
Vans	3
Equipment	1
Security	29 people/day
Laundry	2,000/day
Port-o-pots	70
Dumpsters	10
Tents	5
Light towers	22
Cell phones	12
GPS units	16

Attachment 7
June Derecho Photos



Attachment 7
June Derecho Photos



Attachment 7
June Derecho Photos



Attachment 7
June Derecho Photos

